

# The MC311 Data Summary

January 13, 2015

Data from 12/28/2014 – 1/10/2015 (two weeks)

## Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	22 Gallon Bin Delivery	857	516	198	220	63	195	155
2	DEP	Bulk Trash Pick-Up	827	796	286	26	45	232	221
3	DOT	Inspect, Remove or Prune County Tree	656	632	42	29	3	334	243
4	DPS	Schedule DPS Inspections	593	800	91	26	16	44	48
5	DEP	Scrap Metal Pick-Up	553	523	155	54	34	150	155
6	FIN	Payments on a Property Tax Account	396	251	64	36	33	48	29
7	FIN	Discuss Property Tax Bill	391	282	36	21	18	33	32
8	DEP	22 Gallon Bin Pick-up	302	166	96	53	18	66	66
9	OEMHS	Alert Montgomery Unsubscribe	269	67	0	2	2	2	5
10	DPS	Permit, Plan Review or Inspection Status	189	197	37	12	10	15	27
11	DHCA	Landlord-Tenant Issues	179	147	21	36	5	40	40
12	DEP	Cart Repair (Paper Recycling)	162	93	66	10	12	29	44
13	DOT	Salt or Sanding on Icy Street	147	2	36	13	4	51	25
14	DHCA	Unshoveled Sidewalk	146	0	34	6	11	47	17
15	DEP	65 Gallon Cart Delivery	144	100	20	48	8	36	23

\*Location data are not consistently available for all requests

## Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2703	2337
2	DEP	Trash & Recycling Schedule	406	0
3	FIN	Balance of Property Tax Bill	371	449
4	DOT	Ride On Trip Planning	369	310
5	DEP	Recycling/Refuse Collection Day	331	63
6	DPS	DPS Building Inspector Contact Info.	289	423
7	PIO	MCG Employee Directory Assistance	263	213
8	FIN	Tax Payment Methods	239	215
9	DEP	How To Recycle/Dispose of Solid Waste	226	123
10	DEP	Curbside Recycling Questions	222	89
11	DOT	Ride On Inclement Weather Hours	169	2
12	DEP	Transfer Station Questions	164	114
13	--	Non-MCG Directory Assistance	155	112
14	OHR	Retiree - Group Insurance Question	137	69
15	DOT	Remove Tree Stump Timeframe	124	102

## Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours*	18,893	Abandoned call rate (target: <5%)	3.41%	Average seconds to answer (target: <20)**	14.2
Total requests (inc. phone, web, walk-in)	21,096			Average call duration, seconds (target: <240)	222

\*During this two-week period, the call center was open on Saturday, January 3<sup>rd</sup> and Saturday, January 10<sup>th</sup> in addition to its regular Monday-Friday operational days

\*\*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

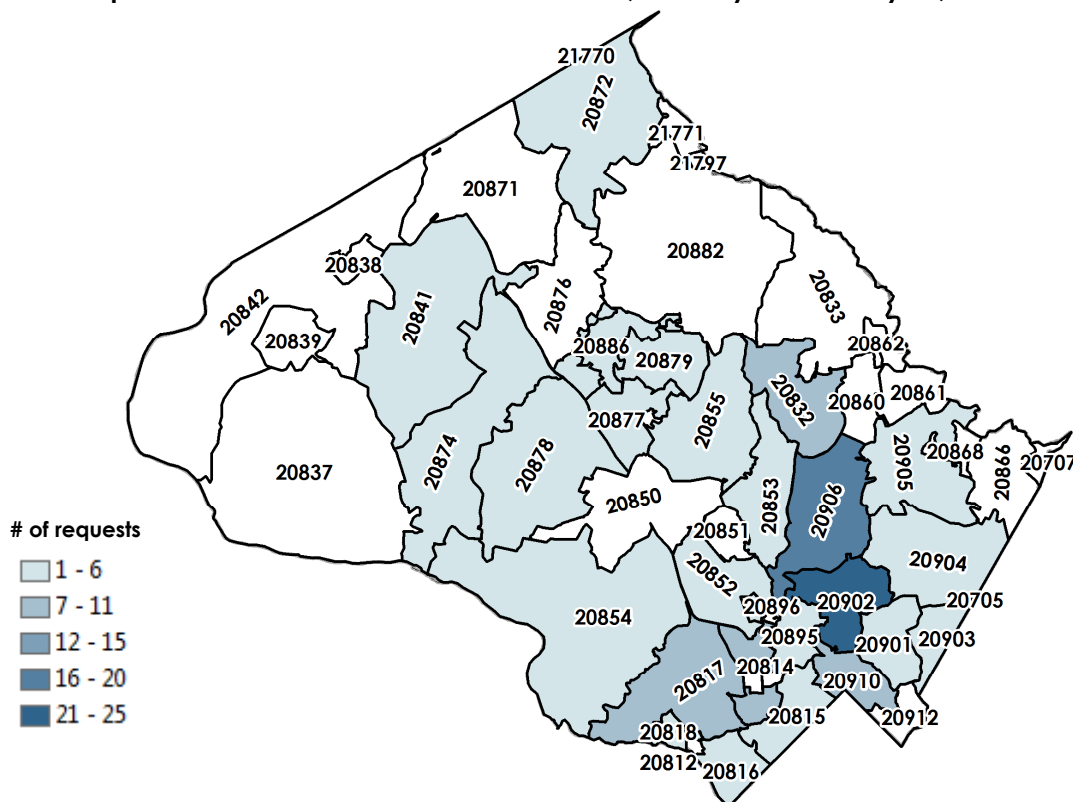
# MC311 Request Trends 12/28/2014 – 1/10/2015

- During this two-week period, MC311 received 656 requests to inspect, remove or prune County trees, which is similar to the number of requests received during the previous period, but significantly larger than the average of 129 requests received every two weeks during 2014.
- Individuals made 269 requests to MC311 to unsubscribe from AlertMontgomery during this two-week period, compared with 67 similar requests during the previous period and 373 requests during the period before that. MC311 has received increased numbers of such requests since October of 2014, when AlertMontgomery debuted a new system.
- MC311 received many snow-related requests during this two-week period, including 147 requests for salt or sanding on icy streets, 146 requests regarding unshoveled sidewalks, and 169 requests for information on Ride-On inclement weather hours.

## MC311 Spotlight: Unshoveled Sidewalks

When an individual calls to report an unshoveled sidewalk at least 24 hours after a snow event, MC311 forwards the request to DHCA Housing Code Enforcement. DHCA sends an inspector if the property is a multi-family home or a commercial property and sends a letter to the property owner for single-family homes. MC311 has received 178 requests regarding unshoveled sidewalks this year as of January 12<sup>th</sup>. Of these, 117 have zip code data available. Of the 117 requests, 45 or 38% came from two zip codes: 20902 and 20906. The map below displays zip codes in the county by the number of unshoveled sidewalk reports.

**Reports of Unshoveled Sidewalks to MC311, January 1 – January 12, 2015**



# The MC311 Data Summary

January 27, 2015

Data from 1/11/2015 – 1/24/2015 (two weeks)

## Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DPS	Schedule DPS Building Inspections	792	593	128	46	28	51	43
2	DEP	22 Gallon Bin Delivery	766	857	181	187	49	185	137
3	DEP	Bulk Trash Pick-Up	704	827	206	22	39	177	245
4	DOT	Inspect, Remove or Prune County Tree	460	656	105	38	24	201	88
5	DEP	Scrap Metal Pick-Up	414	553	110	45	16	112	124
6	DEP	22 Gallon Bin Pick-up	317	302	110	51	18	81	53
7	DOT	Pothole Repair	225	76	59	16	15	65	57
8	FIN	Discuss Property Tax Bill	215	391	22	18	16	12	13
9	DHCA	Landlord Tenant Issues	209	179	27	44	11	29	51
10	OEMHS	Alert Montgomery Unsubscribe	208	269	2	1	2	0	0
11	DPS	Permit, Plan Review or Inspection Status	180	189	40	11	9	21	25
12	DEP	Unacceptable for Collection	159	128	4	4	12	68	71
13	DEP	Cart Repair (Paper Recycling)	158	162	66	12	8	36	34
14	DHCA	Housing Complaints	149	141	25	29	11	30	43
15	DOT	Ride On Complaint - Driver Behavior	111	77	0	3	2	1	3

\*Location data are not consistently available for all requests

## Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2574	2703
2	DOT	Ride On Trip Planning	391	369
3	DEP	County Trash & Recycling Schedule	364	406
4	DPS	DPS Building Inspector Contact Info.	350	289
5	PIO	MCG Employee Directory Assistance	296	263
6	FIN	Balance of Property Tax Bill	229	371
7	FIN	Payments on a Property Tax Account	223	396
8	DEP	How To Recycle/Dispose of Solid Waste	161	226
9	HHS	Health Care Reform	153	116
10	--	Non-MCG Directory Assistance	145	155
11	--	Washington DC 311	113	98
12	--	State Highway Administration	112	106
13	DEP	Recycling/Refuse Collection Day	108	331
14	DEP	Transfer Station Questions	104	164
15	POL	Police Department Info.	100	114

## Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours**	16,841	Abandoned call rate (target: <5%)	2.85%	Average seconds to answer (target: <20)*	14.9
Total requests (inc. phone, web, walk-in)	18,509			Average call duration, seconds (target: <240)	229

\*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

\*\*The call center was closed on Monday, January 19<sup>th</sup> for the Martin Luther King Jr. Day holiday, and was open on Saturday, January 24<sup>th</sup>. Normal hours are 7am-7pm, Monday-Friday.

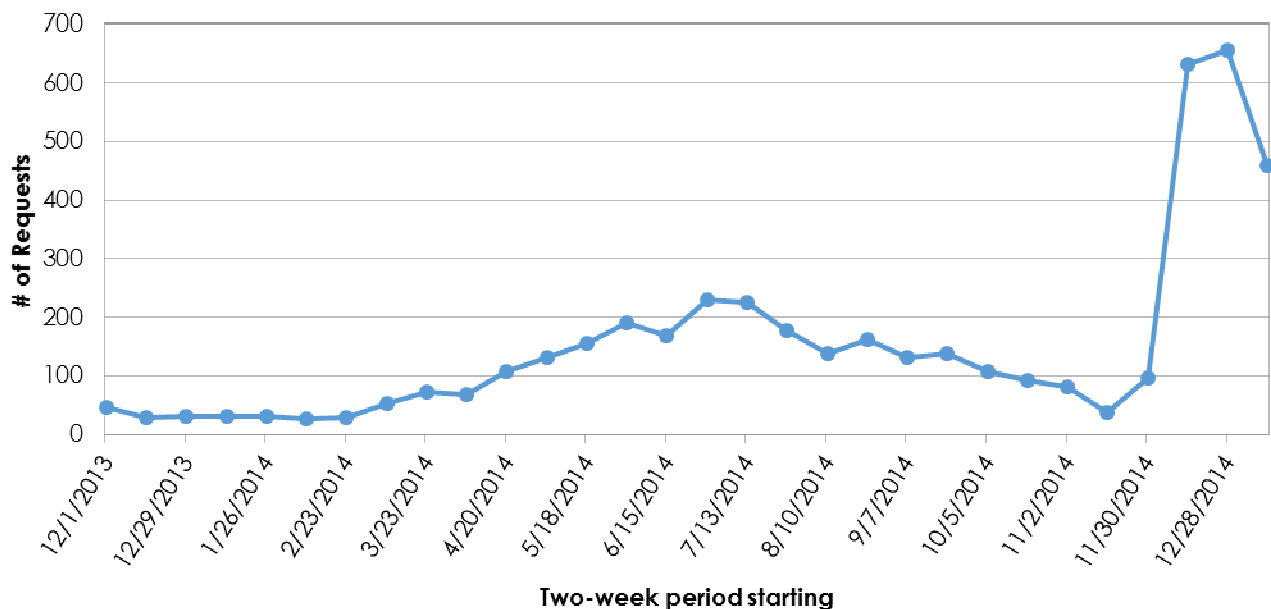
## MC311 Request Trends 1/11/2015 – 1/24/2015

- During this two-week period, individuals made 225 pothole repair requests (for County roads) to MC311, compared with 76 similar requests made during the previous period and an average of 184 similar requests received every two weeks over the past year. Additionally, MC311 received 33 requests regarding potholes on State routes or the Beltway, compared with three similar requests received during the previous period.
- MC311 received 460 requests to inspect, remove or prune County trees during this two-week period, which is fewer than the 656 similar requests received during the previous period but still significantly higher than the average of 135 similar requests received every two weeks during 2014.
- Individuals made 39 requests to MC311 regarding unshoveled sidewalks during this two-week period, of which 33 were made on Monday, January 12, 2015. Residents made 146 unshoveled sidewalk requests during the previous period.
- On Tuesday, January 20<sup>th</sup> (the day after the Martin Luther King Jr. Day holiday), the average 311 call wait time was 30 seconds, exceeding the target maximum of 20 seconds. During the 10:00 am hour, the average call wait time was 85 seconds.

## MC311 Spotlight: Tree Requests

During 2014, MC311 received a total of 3510 requests to inspect, remove or prune County-maintained trees. DOT handles tree requests; an arborist inspects the tree and determines the appropriate course of action. The current SLA ("Service-Level Agreement"), which is the standard for the maximum length of time it should take to close this type of request, is 365 days. The chart below displays the trend in the number of tree requests since December of 2013 and shows that the number of requests has increased significantly since this past November.

**# of Bi-Weekly Requests to Inspect, Remove or Prune County Trees,  
12/1/2013 - 1/24/2015**



# The MC311 Data Summary

February 10, 2015

Data from 1/25/2015 – 2/7/2015 (two weeks)

## Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	22 Gallon Bin Delivery	870	766	210	196	73	216	160
2	DPS	Schedule DPS Building Inspections	737	792	113	28	26	54	54
3	DOT	Inspect, Remove or Prune County Tree	735	460	190	17	108	151	242
4	DEP	Bulk Trash Pick-Up	649	704	181	26	37	182	213
5	DEP	Scrap Metal Pick-Up	392	414	123	41	18	101	106
6	DOT	Pothole Repair	296	255	76	11	19	101	82
7	DEP	22 Gallon Bin Pick-up	287	317	94	49	23	68	49
8	FIN	Discuss Property Tax Bill	286	215	38	20	27	31	19
9	DHCA	Landlord Tenant Issues	252	209	25	45	14	38	57
10	DPS	Permit, Plan Review or Inspection Status	220	180	49	13	16	18	32
11	OEMHS	Alert Montgomery Unsubscribe	180	208	0	0	1	0	0
12	DHCA	Housing Complaints	177	149	25	31	13	35	55
13	DEP	Cart Repair (Paper Recycling)	161	158	57	15	19	31	37
14	--	MANNA Food Center Referral	149	110	1	23	33	48	36
15	DOT	Ride On Complaint - Service	127	105	8	1	1	1	4

\*Location data are not consistently available for all requests

## Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2648	2574
2	DPS	DPS Building Inspector Contact Info.	398	350
3	DOT	Ride On Trip Planning	380	391
4	PIO	MCG Employee Directory Assistance	280	296
5	FIN	Payments on Property Tax Account	253	223
6	FIN	Balance of Property Tax Bill	227	229
7	--	Non-MCG Directory Assistance	180	145
8	DEP	How To Recycle/Dispose of Solid Waste	156	161
9	HHS	Health Care Reform	150	153
10	--	Washington DC 311	133	113
11	POL	Police Department Info.	131	100
12	FIN	Homeowner Redeem Property From Tax Lien	112	89
13	PIO	County Offices Closed	107	36
14	DEP	Curbside Recycling Program	106	99
15	--	State Highway Administration	106	112

## Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours**	17,420	Abandoned call rate (target: <5%)	2.21%	Average seconds to answer (target: <20)*	12.7
Total requests (inc. phone, web, walk-in)	19,625			Average call duration, seconds (target: <240)	227

\*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

\*\*The call center was open on Sunday, January 25<sup>th</sup>. Normal hours are 7am-7pm, Monday-Friday.

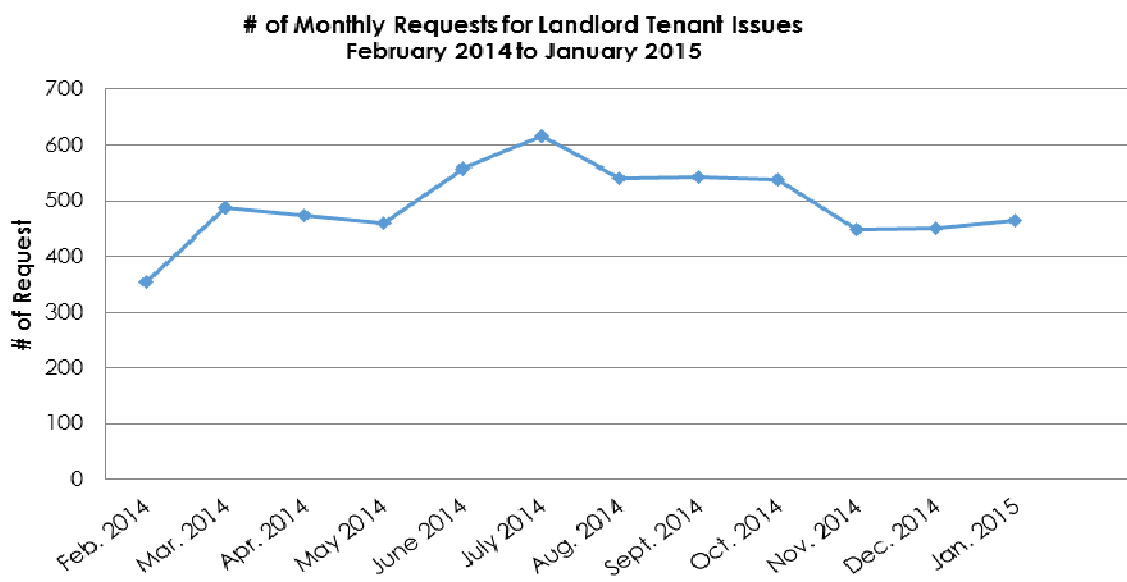
## MC311 Request Trends 1/25/2015 – 2/7/2015

- During this two-week period, individuals made 737 requests to inspect, remove or prune County trees, which is significantly higher than the 460 similar requests received during the previous period and the average of 196 requests received every two weeks over the past year.
- Individuals made 252 requests to MC311 regarding landlord-tenant issues, which represents a 20% increase from the previous period. From February 2014 to January 2015, the average number of requests during a biweekly period was 229 and requests have been steadily increasing since November 2014.
- Requests for Manna Food Center Referrals increased 35% (149) over the prior two week period, however when compared to requests made in during the same two week period in 2014, there is a notable decrease in requests (284 requests).
- Individuals made 68 requests to MC311 for information on free income tax assistance for the 2014 tax year, compared with 4 similar requests made during the previous period.

## MC311 Spotlight: Landlord Tenant Issues

During 2014, MC311 received a total of 5973 requests regarding landlord-tenant issues. The Council district with the highest number of requests was Council **District 2** (1114), followed by **District 5** (1098), **District 4** (935), and **District 1** (778). **District 3**, where individuals have access to alternative landlord-tenant resolution programs, had the lowest number of requests at 411.

DHCA handles landlord-tenant disputes through Office of Landlord Tenant Affairs. The current SLA ("Service-Level Agreement"), which is the standard for the maximum length of time it should take to close this type of request, is 2 days. The chart below displays the trend in the number of requests made since February 2014 and shows that the request peaked during summer months.



# The MC311 Data Summary

February 24, 2015

Data from 2/8/2015 – 2/21/2015 (two weeks)

## Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	22 Gallon Bin Delivery	759	870	177	200	49	193	121
2	DOT	Inspect, Remove or Prune County Tree	658	735	83	48	1	92	419
3	DPS	Schedule DPS Building Inspections	598	737	100	27	21	40	55
4	DEP	Bulk Trash Pick-Up	586	649	176	13	36	170	183
5	FIN	Property Tax Delinquent Notice	424	4	40	12	27	32	21
6	DEP	Scrap Metal Pick-Up	353	392	104	33	20	91	101
7	FIN	Requests to Discuss Property Tax Bill	305	286	33	23	19	23	19
8	DEP	22 Gallon Bin Pick-up	263	287	79	57	19	65	42
9	DHCA	Landlord Tenant Issues	223	252	28	51	12	38	49
10	DHCA	Unshoveled Sidewalk	185	40	62	38	6	31	20
11	DHCA	Housing Complaints	167	177	17	25	5	44	58
12	DPS	Permit, Plan Review or Inspection Status	156	220	37	10	4	13	26
13	DEP	Unacceptable for Collection	144	115	7	0	8	86	42
14	DEP	Cart Repair (Paper Recycling)	132	161	46	14	9	41	27
15	OEMHS	Alert Montgomery Unsubscribe	115	180	1	0	3	1	0

\*Location data are not consistently available for all requests

## Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2523	2648
2	DEP	County Trash & Recycling Schedule	1020	98
3	DOT	Ride On S Service Plan	414	2
4	DPS	DPS Building Inspector Contact Info.	348	398
5	DOT	Ride On Trip Planning	341	380
6	FIN	Payments on Property Tax Account	338	253
7	PIO	County Offices Closed	335	107
8	FIN	Balance of Property Tax Bill	318	227
9	DOT	Ride On Inclement Weather Hours	268	79
10	PIO	MCG Employee Directory Assistance	264	280
11	HHS	Health Care Reform	207	150
12	DEP	County Provided Curbside Recycling Info.	197	106
13	DEP	Recycling/Refuse Collection Day	179	84
14	---	Non-MCG Directory Assistance	170	180
15	DEP	Transfer Station Questions	151	80

## Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours**	19,770	Abandoned call rate (target: <5%)	5.80%	Average seconds to answer (target: <20)*	36.8
Total requests (inc. phone, web, walk-in)	20,537			Average call duration, seconds (target: <240)	215

\*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

\*\*The call center was open on Saturday, February 21<sup>st</sup>. Normal hours are 7am-7pm, Monday-Friday.



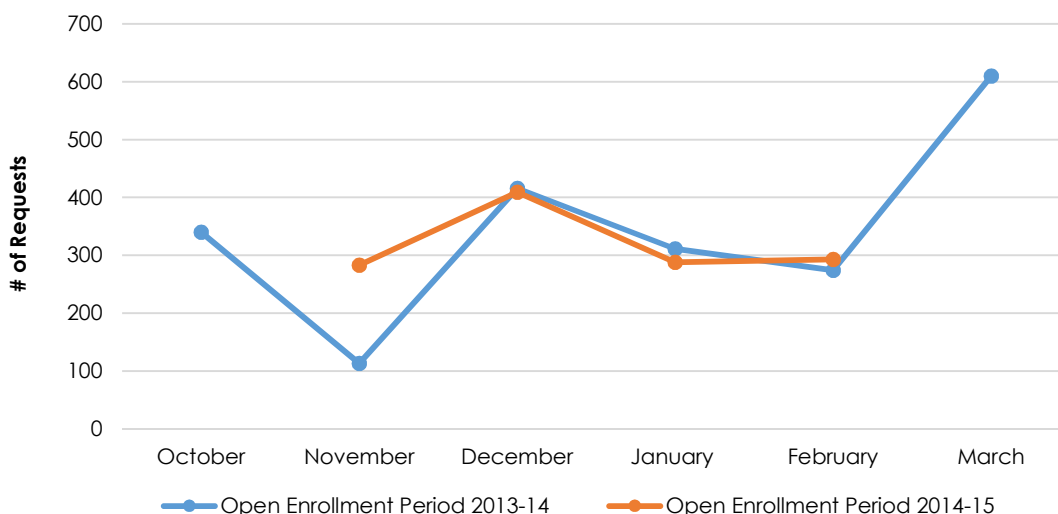
## MC311 Request Trends 2/8/2015 – 2/21/2015

- During this two-week period, individuals made 424 inquiries regarding property tax delinquency notices, which is significantly higher than the 4 requests received during the previous period and higher than the average of 88 similar requests received every two weeks during the prior year.
- Individuals reported 51 incidents where a mailbox was damaged by a snow plow. This is higher than the 14 requests made during the prior two-week period. Although higher than the number of requests made in February 2014 (28), the number of mailboxes damaged is lower than highest number requests in 2014 at 133 (March).
- The number of people calling to unsubscribe from Alert Montgomery has fallen for the fourth bi-weekly period in a row – it is down from 269 requests at the beginning of January to 115 requests (2/8 to 2/21). A total of 1497 requests were made in the past year, with 94% of requests occurring since October 2014.
- On Wednesday, February 18<sup>th</sup> (the day after the Presidents' Day holiday), the abandoned call rate was 25.42%, exceeding the target maximum of 5%. The average 311 call wait time was 229 seconds, exceeding the target maximum of 20 seconds.

## MC311 Spotlight: Health Care Reform

The open enrollment period for the Maryland Health Exchange ended on February 15<sup>th</sup>. The table below compares the number of calls received by the MC311 during the first open enrollment period (10/1/13 to 3/31/14) and the second open enrollment period (11/1/14 to 2/15/15). For both enrollment periods, requests rose in December to over 400 calls, aligning with the December 15<sup>th</sup> enrollment deadline for coverage beginning on January 1<sup>st</sup>. However the same upward trend did not occur in the final enrollment month (February 2015 compared to March 2014). Individuals enrolling in private plans in 2015 outpaced that of 2014, 119,096 and 63,000 respectively, in part due to technical upgrades to the Maryland Health Exchange website.

**MC311 Health Care Reform Requests**





# The MC311 Data Summary

March 10, 2015

Data from 2/22/2015 – 3/7/2015 (two weeks)

## Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DOT	Inspect, Remove or Prune County Tree	1211	658	201	25	25	191	749
2	DEP	22 Gallon Bin Delivery	949	759	237	218	67	240	168
3	DPS	Schedule DPS Building Inspections	591	598	102	28	17	28	44
4	DHCA	Un-shoveled Sidewalk	521	185	103	75	28	158	72
5	DEP	Bulk Trash Pick-Up	479	586	131	19	22	151	143
6	DEP	22 Gallon Bin Pick-up	408	263	136	76	25	96	72
7	FIN	Discuss Property Tax Bill	344	305	36	13	18	25	24
8	DOT	Report Unplowed or Missed Street	311	93	31	48	16	52	38
9	DEP	Scrap Metal Pick-Up	284	353	82	35	7	83	74
10	DOT	Mailbox Damaged by Snowplow	266	51	19	35	49	98	53
11	FIN	Property Tax Delinquent Notice	261	424	21	18	15	15	10
12	DHCA	Landlord Tenant Issues	259	223	31	51	17	44	40
13	DOT	Pothole Repair	250	87	71	7	20	74	65
14	DHCA	Housing Complaints	206	167	23	30	13	48	60
15	OEMHS	Alert Montgomery Unsubscribe	198	115	4	5	1	--	5

\*Location data are not consistently available for all requests

## Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2590	2523
2	DEP	County Trash & Recycling Schedule	1496	1020
3	PIO	County Offices Closed	455	335
4	DOT	Ride On S Plan	449	414
5	DOT	Ride On Inclement Weather Hours	443	268
6	DOT	Schedule for Plowing Snow	397	34
7	DEP	Recycling/Refuse Collection Day	370	179
8	PIO	MCG Directory Assistance	339	264
9	DOT	Ride On Trip Planning	326	341
10	DPS	DPS Building Inspector Contact Info.	326	348
11	FIN	Balance of Property Tax Bill	285	318
12	FIN	Payments on Property Tax Account	257	338
13	DHCA	Lead Poisoning Prevention Compliance	213	5
14	DEP	Transfer Station Questions	196	151
15	HHS	Health Care Reform	187	207

## Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours**	23,272	Abandoned call rate (target: <5%)	3.56%	Average seconds to answer (target: <20)*	19.2
Total requests (inc. phone, web, walk-in)	25,735			Average call duration, seconds (target: <240)	209

\*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

\*\*The call center was open on Sunday, February 22<sup>nd</sup>, Saturday, February 28<sup>th</sup>, and Saturday, March 7<sup>th</sup>. Normal hours are 7am-7pm, Monday-Friday.

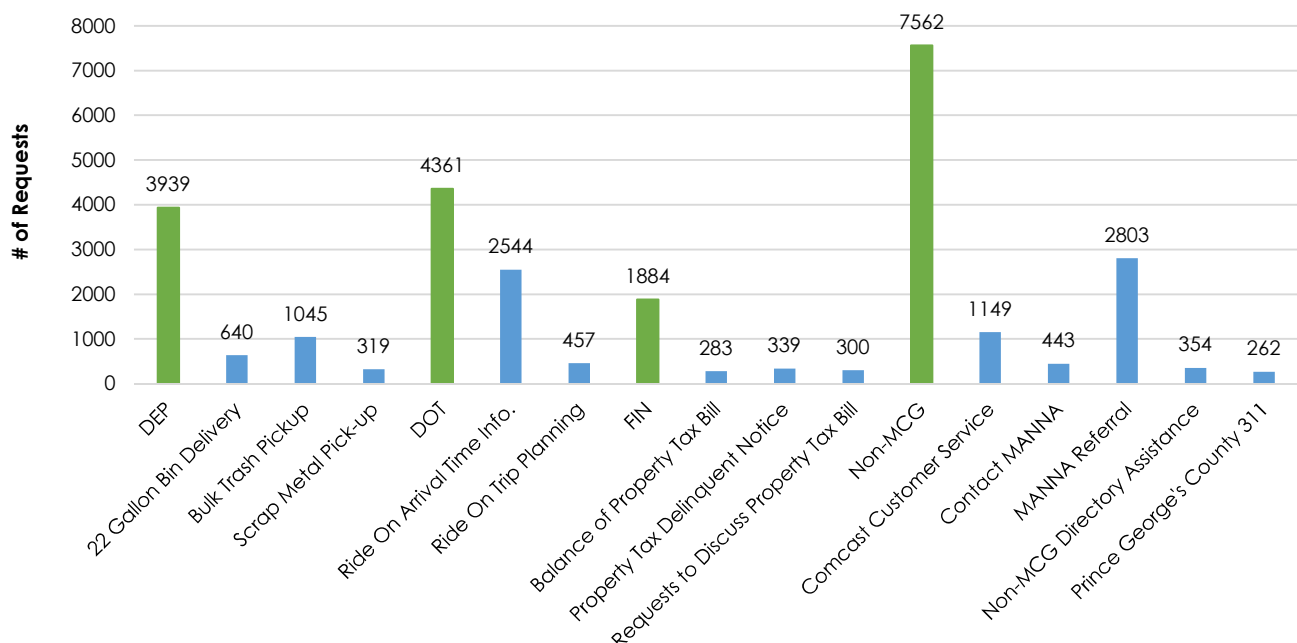
# MC311 Request Trends 2/22/2015 – 3/7/2015

- During this two week period, individuals made 1211 requests to inspect, remove or prune a county tree, which is an 84% increase from the prior two week period when only 658 requests were made. The bi-weekly average for the year is 246 requests.
- Individuals made 521 reports of un-shoveled sidewalks during this two week period. This is higher than the 185 requests made during the prior two week period.
- On January 1, 2015 new State requirements took effect regarding lead poisoning rental licenses. Owners of properties built prior to 1978 are required to register and renew their properties with the Maryland Department of the Environment. Calls to MC311 regarding the new requirement increased significantly from 5 calls to 213 calls during the most recent bi-weekly period.
- On Monday, February 23rd and Tuesday, February 24th the abandoned call rate exceeded the target maximum of 5% (with 6.7% and 5.77% respectively). The average call duration, for these two days, exceeded the maximum of 240 seconds (242 and 251 seconds respectively).

## MC311 Spotlight: MC311 Spanish Requests

From January 2014 to February 2015, 32,424 MC311 callers requested to speak to a Spanish speaking Customer Service Representative. Four County departments received over half of the information or service requests – DEP, DOT, FIN, and non-County agencies and organizations ("Non-MCG") – totaling 17,746 requests (54%). The graph below charts the top service requests for each department (identified as those receiving more than 200 requests).

**Top MC311 Spanish Requests by Department**



# The MC311 Data Summary

March 24, 2015

Data from 3/8/2015 – 3/21/2015 (two weeks)

## Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	22 Gallon Bin Delivery	1054	949	273	253	66	232	206
2	DEP	Bulk Trash Pick-Up	962	479	278	22	46	286	309
3	DOT	Inspect, Remove or Prune County Tree	810	1211	113	37	51	273	329
4	DOT	Pothole Repair	800	250	240	81	35	210	220
5	DPS	Schedule DPS Building Inspections	712	591	5	31	17	39	46
6	DEP	Scrap Metal Pick-Up	698	284	188	89	37	195	181
7	DEP	22 Gallon Bin Pick-up	466	408	157	101	28	83	88
8	FIN	Discuss Property Tax Bill	306	344	35	18	27	26	19
9	DHCA	Landlord Tenant Issues	245	259	21	39	17	48	46
10	DEP	Cart Repair (Paper Recycling)	224	173	89	18	11	49	56
11	DPS	Permit, Plan Review or Inspection Status	224	174	64	6	12	16	29
12	POL	Report Dead Animal Along Roadway	219	102	45	54	22	50	29
13	DHCA	Housing Complaints	214	206	12	39	13	50	85
14	DOT	Road Repair	162	47	50	26	9	45	27
15	DEP	Unacceptable for Collection	147	189	15	1	16	87	27

\*Location data are not consistently available for all requests

## Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2480	2590
2	DOT	Ride On Trip Planning	442	326
3	DHCA	Lead Poisoning Prevention Compliance	353	213
4	DPS	DPS Building Inspector Contact Info.	336	326
5	PIO	MCG Employee Directory Assistance	325	339
6	FIN	Balance of Property Tax Bill	248	285
7	--	State Highway Administration	221	182
8	--	Non-MCG Directory Assistance	207	160
9	FIN	Payments on a Property Tax Account	197	257
10	DEP	How To Recycle/Dispose of Solid Waste	182	113
11	POL	Police Department Info.	176	183
12	HHS	Health Care Reform	173	187
13	--	Pothole on a State Route or Beltway	160	48
14	--	Washington DC 311	130	141
15	DEP	Transfer Station Questions	129	196

## Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	19,678	Abandoned call rate (target: <5%)	3.53%	Average seconds to answer (target: <20)*	18.7
Total requests (inc. phone, web, walk-in)	22,921			Average call duration, seconds (target: <240)	258

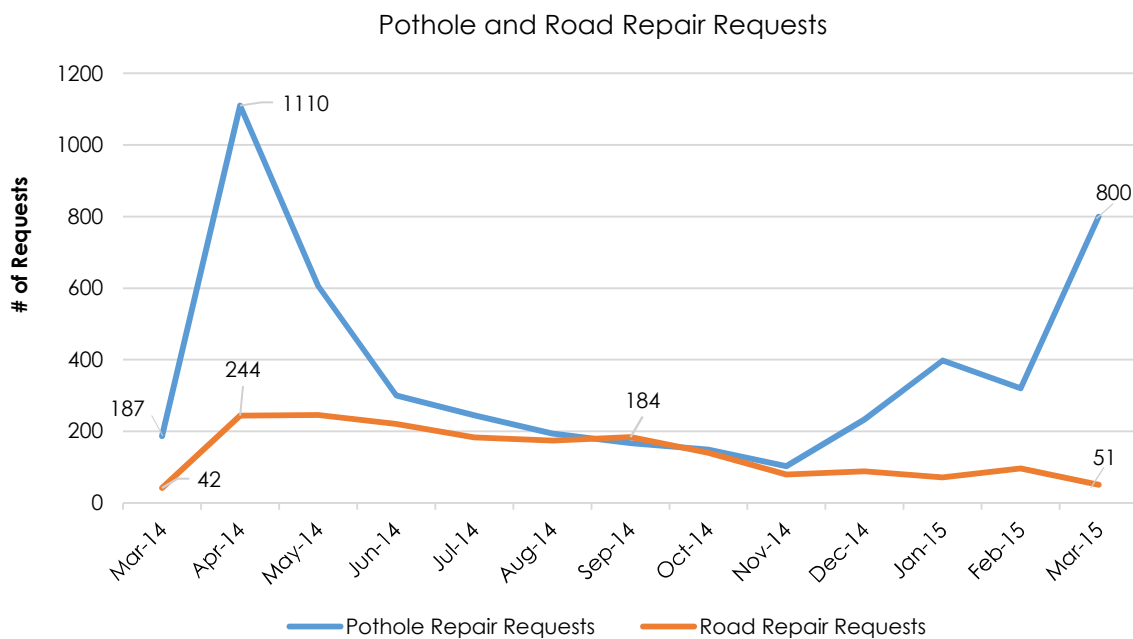
\*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

# MC311 Request Trends 3/8/2015 – 3/21/2015

- During this two-week period, individuals made 962 requests for bulk trash pick-up, which is double the number of requests made during the prior two-week period when 479 requests were made. The bi-weekly average for the year is 877 requests.
- Individuals made 698 scrap metal pick-up requests. This is higher than the 284 requests made during the prior two-week period. The bi-weekly average for the year is 625 requests.
- Requests to inspect, remove, or prune County trees fell 33% from 1,211 requests made during the prior two week period to 810 requests made during the current period.
- MC311 received 219 calls regarding dead animals along the roadway or adjacent property, which is significantly higher than both the prior two-week period (102 calls received) and the bi-weekly average for the year (135 calls received).

## MC311 Spotlight: Pothole and Road Repair Requests

From March 2014 through March 2015, MC311 received 4,811 requests to repair potholes on County roads and 1,819 requests for road repair (incl. alligator cracking, chipping, asphalt sliding). Pothole requests have steadily increased since November. Comparing peak months, the total number of requests received during March 2015 (800 requests) is 27% lower than April 2014 (1,110 requests). In contrast, the number of road repair requests have steadily declined since April of last year. For all pothole repair requests, 65.81% meet the SLA repair time frame, which is the standard for the maximum length of time it should take to close requests, of three days. In comparison, 61.68% of all road repair requests meet the SLA time frame of 15 days.



# The MC311 Data Summary

April 7, 2015

Data from 3/22/2015 – 4/4/2015 (two weeks)

## Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	1114	962	334	22	69	301	371
2	DEP	22 Gallon Bin Delivery	981	1054	227	223	81	226	197
3	DEP	Scrap Metal Pick-Up	832	698	257	76	46	204	239
4	DPS	Schedule DPS Building Inspections	808	712	110	37	23	52	65
5	DOT	Pothole Repair	505	800	154	40	23	148	126
6	DOT	Inspect, Remove or Prune County Tree	460	810	78	36	80	239	23
7	DEP	22 Gallon Bin Pick-up	403	466	126	68	34	91	74
8	FIN	Discuss Property Tax Bill	343	306	30	20	27	21	17
9	DHCA	Landlord Tenant Issues	233	245	26	45	12	30	43
10	DPS	Permit, Plan Review or Inspection Status	221	224	49	15	8	30	37
11	DEP	Cart Repair (Paper Recycling)	195	224	76	14	20	41	40
12	DHCA	Housing Complaints	194	214	12	35	16	54	63
13	DEP	Unacceptable for Collection	188	147	9	2	17	99	60
14	DOT	Road Repair	169	162	42	36	6	48	31
15	POL	Report Dead Animal Along Roadway	151	219	47	19	14	35	18

\*Location data are not consistently available for all requests

## Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2460	2480
2	DPS	DPS Building Inspector Contact Info.	453	336
3	DOT	Ride On Trip Planning	424	442
4	PIO	MCG Employee Directory Assistance	322	325
5	FIN	Balance of Property Tax Bill	295	248
6	HHS	Health Care Reform	256	173
7	DEP	How To Recycle/Dispose of Solid Waste	246	182
8	--	Non-MCG Directory Assistance	230	207
9	FIN	Payments on a Property Tax Account	223	197
10	--	Business License Application/Renewal	191	86
11	DEP	Transfer Station Questions	157	129
12	POL	Police Department Info.	157	176
13	DPS	DPS Location and Hours	135	107
14	DOT	Remove Tree Stump Timeframe	132	30
15	--	Washington DC 311	128	130

## Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	19,297	Abandoned call rate (target: <5%)	3.02%	Average seconds to answer (target: <20)*	15.4
Total requests (inc. phone, web, walk-in)	22,135			Average call duration, seconds (target: <240)	255

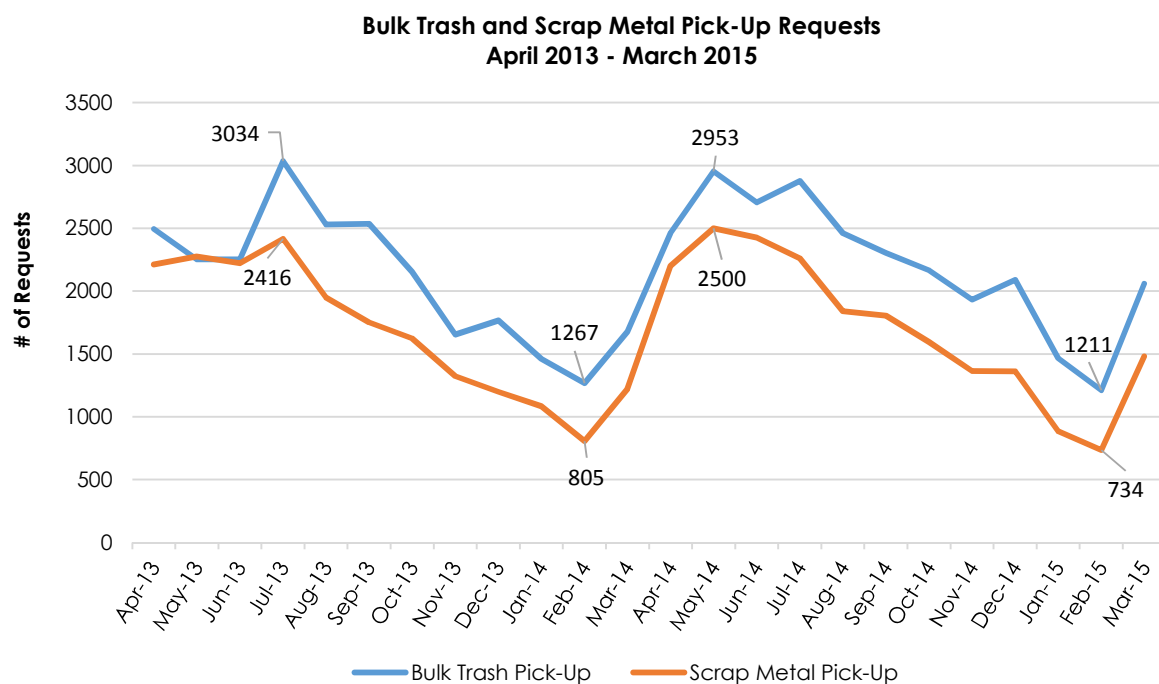
\*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

# MC311 Request Trends 3/22/2015 – 4/4/2015

- Individuals made 191 requests for information regarding business license applications or renewals, an increase from 86 requests made during the prior two-week period. The deadline for renewal is April 30<sup>th</sup>.
- MC311 received 132 requests regarding the timeframe for removing a tree stump. This is an increase from the prior two week period when 30 requests were made. The bi-weekly average for the year is 16 requests.
- Requests for pothole repairs fell 37% from 800 requests made during the prior two-week period to 505 requests made during the current two-week period. However, repair requests remain high compared to the beginning of March when MC311 received 250 requests.
- Requests to inspect, remove, or prune County trees fell for a second bi-weekly period in a row from 810 requests to 460 requests, resulting in a 41% decrease in requests.

## MC311 Spotlight: Bulk Trash & Scrap Metal Pick-Up Requests

From April 2013 through March 2015, MC311 received 52,133 bulk trash pick-up requests and 40,536 scrap metal pick-up requests. Over the two-year time period a cyclical pattern emerges, with requests for both bulk trash and scrap metal increasing during the spring and summer months and decreasing during the fall and winter months. For both 2014 and 2015, the lowest numbers of requests were received in February. Requests peaked in July of 2013 and May of 2014.



# The MC311 Data Summary

April 20, 2015

Data from 4/5/2015 – 4/18/2015 (two weeks)

## Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	1117	1114	341	31	58	321	354
2	DEP	Scrap Metal Pick-Up	933	832	269	95	47	251	263
3	DEP	22 Gallon Bin Delivery	905	981	236	218	62	186	178
4	DPS	Schedule DPS Building Inspections	785	808	140	31	20	42	56
5	DOT	Inspect, Remove or Prune County Tree	622	460	149	32	70	161	199
6	DEP	22 Gallon Bin Pick-up	408	403	135	78	31	88	72
7	FIN	Discuss Property Tax Bill	400	343	46	44	17	27	27
8	DOT	Pothole Repair	347	505	107	26	10	114	83
9	DHCA	Housing Complaints	254	194	28	30	9	77	87
10	DHCA	Landlord Tenant Issues	253	233	29	42	15	42	50
11	DPS	Permit, Plan Review or Inspection Status	201	221	43	18	10	20	30
12	DEP	Unacceptable for Collection	190	188	11	9	30	106	34
13	DEP	Cart Repair (Paper Recycling)	171	195	78	12	12	34	35
14	DEP	65 Gallon Cart Delivery	132	130	28	47	6	17	23
15	DEP	Field Check for Solid Waste Services	132	124	36	19	7	42	23

\*Location data are not consistently available for all requests

## Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2395	2460
2	DOT	Ride On Trip Planning	444	424
3	DPS	DPS Building Inspector Contact Info.	396	453
4	DEP	How To Recycle/Dispose of Solid Waste	325	246
5	FIN	Balance of Property Tax Bill	324	295
6	PIO	MCG Employee Directory Assistance	308	322
7	DOT	Remove Tree Stump Timeframe	301	132
8	FIN	Payments on a Property Tax Account	264	223
9	HHS	Health Care Reform	230	256
10	--	Non-MCG Directory Assistance	203	230
11	POL	Police Department Info.	182	157
12	--	Business License Application/Renewal	179	191
13	DEP	Transfer Station Questions	132	157
14	DEP	Curbside Recycling Questions	118	100
15	DPS	DPS Location and Hours	118	135

## Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	19,025	Abandoned call rate (target: <5%)	3.06%	Average seconds to answer (target: <20)*	17.3
Total requests (inc. phone, web, walk-in)	22,014			Average call duration, seconds (target: <240)	258

\*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.



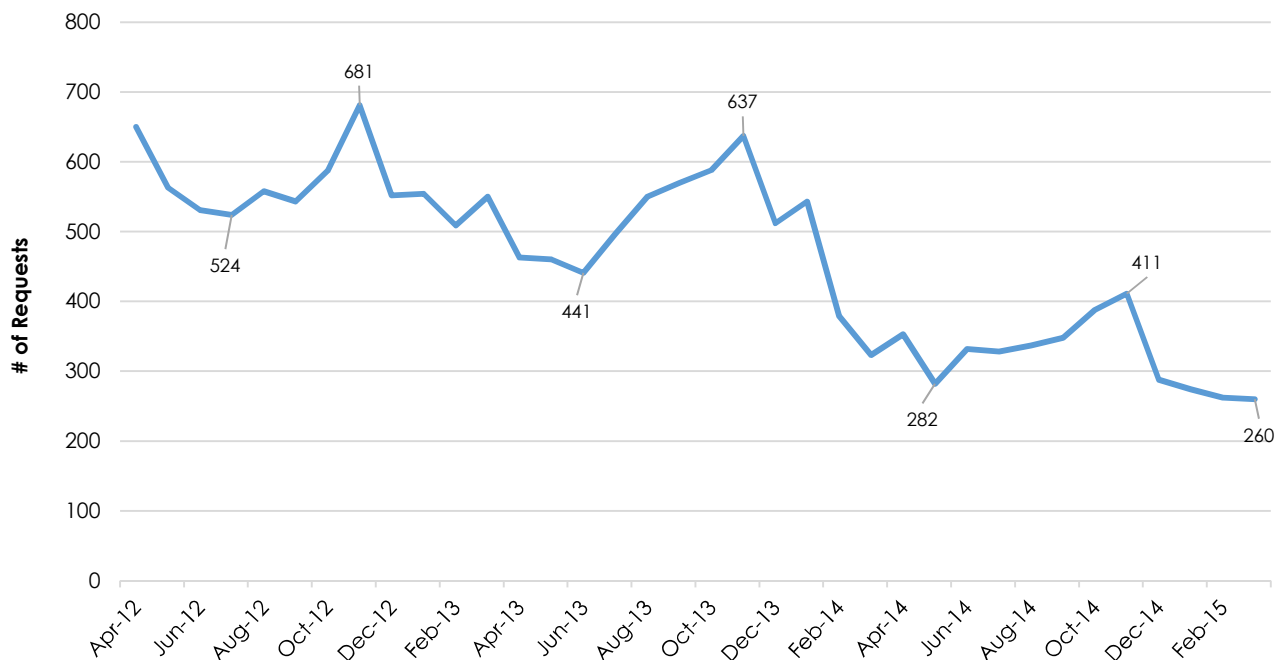
# MC311 Request Trends 4/5/2015 – 4/18/2015

- MC311 received 301 requests regarding the timeframe for removing a tree stump. This is a 128% increase from the prior two week period when 132 requests were made.
- Requests for pothole repairs fell 68%, from 505 requests made during the prior two-week period to 347 requests made during the current two-week period. For April, 78.12% of requests met the SLA repair time frame of three days, which is the standard for the maximum length of time it should take to close requests.
- Requests to inspect, remove, or prune County trees rose from 460 requests to 622 requests, a 35% increase in requests. This was the first increase in requests since the beginning of March.
- Individuals made 48 requests to MC311 for information on free income tax assistance for the 2014 tax year, compared with 34 similar requests made during the previous period. Since the first of January, a total of 302 requests were made.

## MC311 Spotlight: Manna Food Center Referrals

From April 2012 through March 2015, MC311 received 16,628 Manna Food Center referral requests. Referral requests have decreased since April 2012. However, over the three-year time period a cyclical pattern emerges, with requests increasing from late summer through the fall and decreasing during the winter and spring months. For all three years, the highest number of requests were received in November.

**Monthly Manna Food Center Referral Requests, 2012-2015**



# The MC311 Data Summary

May 5, 2015

Data from 4/19/2015 – 5/2/2015 (two weeks)

## Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	1317	1117	427	24	51	368	424
2	DEP	Scrap Metal Pick-Up	1160	933	324	141	65	288	329
3	DEP	22 Gallon Bin Delivery	931	905	254	234	67	204	159
4	DPS	Schedule DPS Building Inspections	872	785	139	33	28	51	62
5	DOT	Inspect, Remove or Prune County Tree	842	622	343	17	88	243	134
6	DEP	22 Gallon Bin Pick-up	454	408	141	90	35	106	77
7	DOT	Pothole Repair	302	347	108	23	20	75	72
8	FIN	Discuss Property Tax Bill	300	400	26	16	22	32	14
9	DHCA	Housing Complaints	289	254	28	56	25	86	70
10	DHCA	Landlord Tenant Issues	224	253	48	42	12	20	50
11	DPS	Permit, Plan Review or Inspection Status	218	201	44	22	17	23	24
12	DEP	Cart Repair (Paper Recycling)	202	171	77	21	10	41	51
13	DEP	Unacceptable for Collection	164	190	8	16	26	73	40
14	DEP	Field Check for Solid Waste Services	162	132	36	18	6	62	35
15	DOT	Grass Damage from Snow Event	143	112	7	10	4	94	26

\*Location data are not consistently available for all requests

## Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2524	2395
2	PIO	MCG Employee Directory Assistance	559	308
3	DOT	Ride On Trip Planning	485	444
4	DPS	DPS Building Inspector Contact Info.	476	396
5	DEP	How To Recycle/Dispose of Solid Waste	339	325
6	FIN	Balance of Property Tax Bill	252	324
7	HHS	Health Care Reform	251	230
8	--	Non-MCG Directory Assistance	231	203
9	FIN	Payments on a Property Tax Account	214	264
10	POL	Police Department Info.	176	182
11	--	Business License Application/Renewal	169	179
12	DOT	Remove Tree Stump Timeframe	148	301
13	DEP	Transfer Station Questions	131	132
14	DOT	Ride On Lost and Found	126	73
15	--	Washington DC 311	115	105

## Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	19,445	Abandoned call rate (target: <5%)	3.51%	Average seconds to answer (target: <20)*	19.2
Total requests (inc. phone, web, walk-in)	22,953			Average call duration, seconds (target: <240)	251

\*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

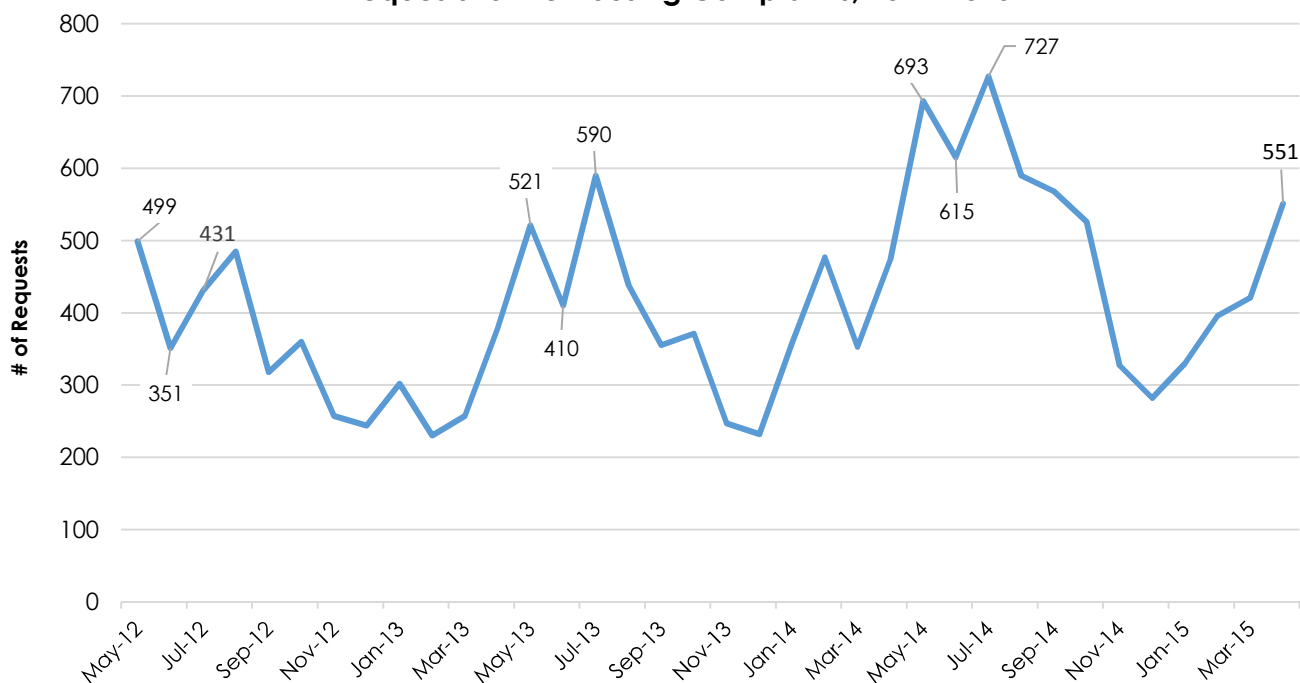
# MC311 Request Trends 4/19/2015 – 5/2/2015

- MC311 received 126 requests regarding Ride On Lost and Found locations. This is a 73% increase from the prior two-week period when 73 requests were made. The bi-weekly average for the year is 95 requests.
- Requests for Montgomery County Government Employee Directory Assistance rose 81%, from 308 requests made during the prior two-week period to 559 requests made during the current two-week period.
- Requests to inspect, remove, or prune County trees rose from 622 requests to 842 requests, a 35% increase in requests. This is the second bi-weekly increase and is significantly higher than the average of 276 requests received every two weeks since May 2014.
- MC311 received 143 requests to repair grass damaged by a snow event in County rights-of-way. This is an increase from 112 requests made during the prior bi-weekly period. Since the first of January a total of 412 repair requests were made.

## MC311 Spotlight: Housing Complaints

From May 2012 through April 2015, MC311 received 14,964 requests to file a housing complaint pertaining to the maintenance and condition of single family and multi-family residential rental property, exterior maintenance, conditions of commercial property, exterior and common areas of residential condominiums and vacant properties/unimproved lots. For each year, the number of requests peaked during the summer months. When comparing 2012 and 2014, the total number of requests made from May through July rose from 1,281 to 2,035 requests, an overall increase of 59%.

**Requests to File Housing Complaints, 2012-2015**



# The MC311 Data Summary

May 20, 2015

Data from 5/3/2015 – 5/16/2015 (two weeks)

## Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	1311	1317	395	41	77	357	419
2	DEP	Scrap Metal Pick-Up	1160	1160	309	145	89	290	313
3	DEP	22 Gallon Bin Delivery	891	931	252	207	55	201	166
4	DPS	Schedule DPS Building Inspections	830	872	148	31	26	39	50
5	DOT	Inspect, Remove or Prune County Tree	546	842	173	125	63	150	29
6	DEP	22 Gallon Bin Pick-up	466	454	152	95	29	100	76
7	DHCA	Housing Complaints	303	289	43	54	25	76	84
8	DHCA	Landlord Tenant Issues	269	224	49	59	9	33	48
9	FIN	Discuss Property Tax Bill	240	300	17	14	13	14	18
10	DPS	Permit, Plan Review or Inspection Status	205	218	51	12	10	13	26
11	DEP	Cart Repair (Paper Recycling)	178	202	81	14	16	35	30
12	DEP	Field Check for Solid Waste Services	178	162	48	24	10	46	46
13	DEP	Unacceptable for Collection	174	164	24	1	14	97	37
14	DOT	Pothole Repair	172	302	56	11	12	43	49
15	POL	Report Dead Animal Along Highway	157	87	51	21	5	30	21

\*Location data are not consistently available for all requests

## Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2473	2524
2	DOT	Ride On Trip Planning	426	485
3	DPS	DPS Building Inspector Contact Info.	392	476
4	PIO	MCG Employee Directory Assistance	363	559
5	DEP	How To Recycle/Dispose of Solid Waste	344	339
6	HHS	Health Care Reform	294	251
7	--	Non-MCG Directory Assistance	217	231
8	FIN	Balance of Property Tax Bill	179	252
9	DEP	Transfer Station Questions	171	131
10	POL	Police Department Info.	164	176
11	DOT	Remove Tree Stump Timeframe	134	148
12	--	Washington DC 311	125	115
13	DOT	Ride On Lost and Found	124	126
14	FIN	Payments on a Property Tax Account	119	214
15	DPS	DPS Location and Hours	115	93

## Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	19,557	Abandoned call rate (target: <5%)	4.64%	Average seconds to answer (target: <20)*	24.9
Total requests (inc. phone, web, walk-in)	21,898			Average call duration, seconds (target: <240)	253

\*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

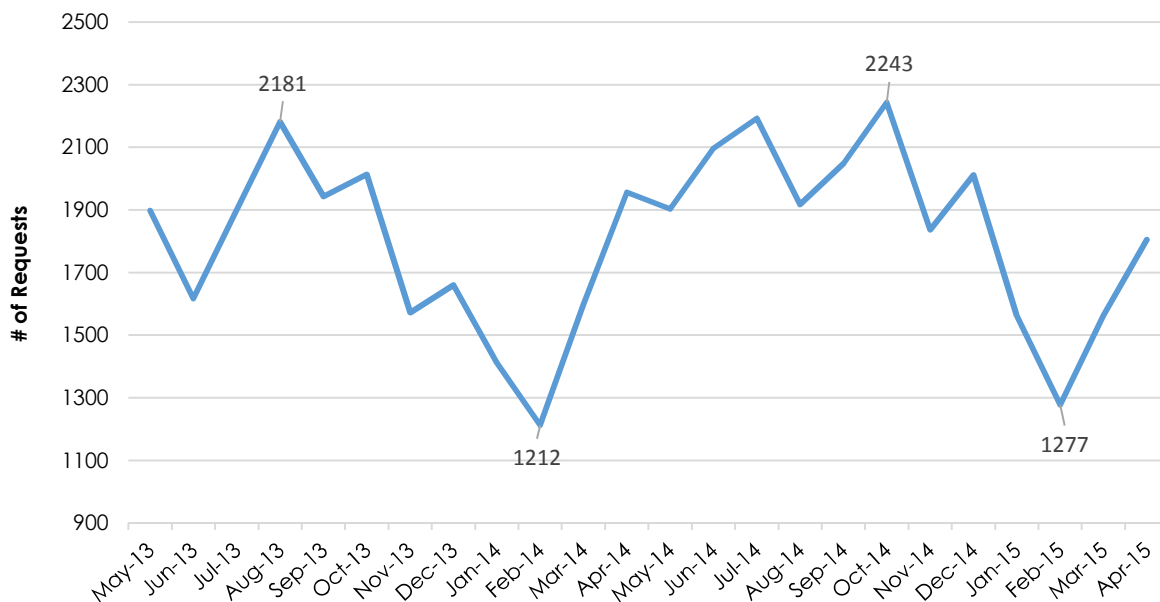
## MC311 Request Trends 5/3/2015 – 5/16/2015

- MC311 received 157 requests reporting a dead animal along a highway or adjacent property. This is an 80% increase from the prior two-week period when 87 requests were made. The bi-weekly average for the year is 139 requests.
- Individuals made 151 complaints regarding the height of grass or weeds on privately-owned and occupied property. Grass or weeds may not exceed a maximum height of 12 inches. This is an increase from 17 requests made during the prior bi-weekly period. The bi-weekly average for the year is 20 requests, with the majority of requests made between May and September.
- On Monday, May 11<sup>th</sup> and Thursday, May 14<sup>th</sup> the abandoned call rate exceeded the target maximum of 5% (with 10.05% and 5.30% respectively). The average seconds to answer a call, for these two days, exceeded the target maximum of 20 seconds (53.8 and 26.5 seconds respectively).
- The average call duration has exceeded the target maximum of 240 seconds for each bi-weekly period since March 8<sup>th</sup>. The shortest average call duration occurred between May 3<sup>rd</sup> and May 16<sup>th</sup> with an average of 253 seconds, while the longest average call duration of 271 seconds occurred between April 20<sup>th</sup> and May 3<sup>rd</sup>.

## MC311 Spotlight: DPS Inspections

From May 2013 through April 2015, MC311 received 43,416 requests to schedule building-construction-related inspections with DPS, making this the third most common MC311 request. During this time period, requests peaked during the summer months and decreased during the winter months. For requests where MC311 recorded the caller's zip code, the highest number of requests came from Council [District 1](#) with 5,606 requests, followed by [District 4](#) (2,359), [District 5](#) (2,300), [District 2](#) (1,797) and [District 3](#) (956).

**DPS Building Related Inspection Request, 2013-2015**



# The MC311 Data Summary

June 2, 2015

Data from 5/17/2015 – 5/30/2015 (two weeks)

## Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	1292	1311	404	34	73	360	405
2	DEP	Scrap Metal Pick-Up	1156	1160	339	143	76	272	313
3	DEP	22 Gallon Bin Delivery	907	891	232	237	56	208	152
4	DPS	Schedule DPS Building Inspections	798	830	122	27	15	56	62
5	DOT	Inspect, Remove or Prune County Tree	788	546	528	20	39	172	27
6	DEP	22 Gallon Bin Pick-up	458	466	157	87	23	105	76
7	DHCA	Housing Complaints	315	303	33	50	19	102	99
8	DHCA	Landlord Tenant Issues	230	269	30	41	19	37	46
9	DPS	Permit, Plan Review or Inspection Status	211	205	39	11	12	15	24
10	DEP	Field Check for Solid Waste Services	197	178	49	29	13	44	54
11	FIN	Discuss Property Tax Bill	181	240	14	16	10	12	11
12	DEP	Cart Repair (Paper Recycling)	180	178	65	23	9	41	39
13	DEP	Unacceptable for Collection	163	174	21	7	13	84	38
14	DOT	Pothole Repair	151	172	45	17	6	35	46
15	POL	Report Dead Animal Along Highway	146	157	31	15	18	40	24

\*Location data are not consistently available for all requests

## Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2454	2473
2	DPS	DPS Building Inspector Contact Info.	413	392
3	DOT	Ride On Trip Planning	382	426
4	PIO	MCG Employee Directory Assistance	330	363
5	DEP	How To Recycle/Dispose of Solid Waste	303	344
6	HHS	Health Care Reform	226	294
7	DEP	County Trash & Recycling Schedule	210	10
8	--	Non-MCG Directory Assistance	182	217
9	POL	Police Department Info.	167	164
10	FIN	Balance of Property Tax Bill	148	179
11	DEP	Residential Trash & Recycling Literature	142	134
12	DEP	Curbside Recycling Program Questions	137	90
13	DEP	Transfer Station Questions	133	171
14	DOT	Remove Tree Stump Timeframe	121	134
15	DPS	DPS Location and Hours	120	115

## Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours**	17,758	Abandoned call rate (target: <5%)	3.40%	Average seconds to answer (target: <20)*	16.3
Total requests (inc. phone, web, walk-in)	21,364			Average call duration, seconds (target: <240)	241

\*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

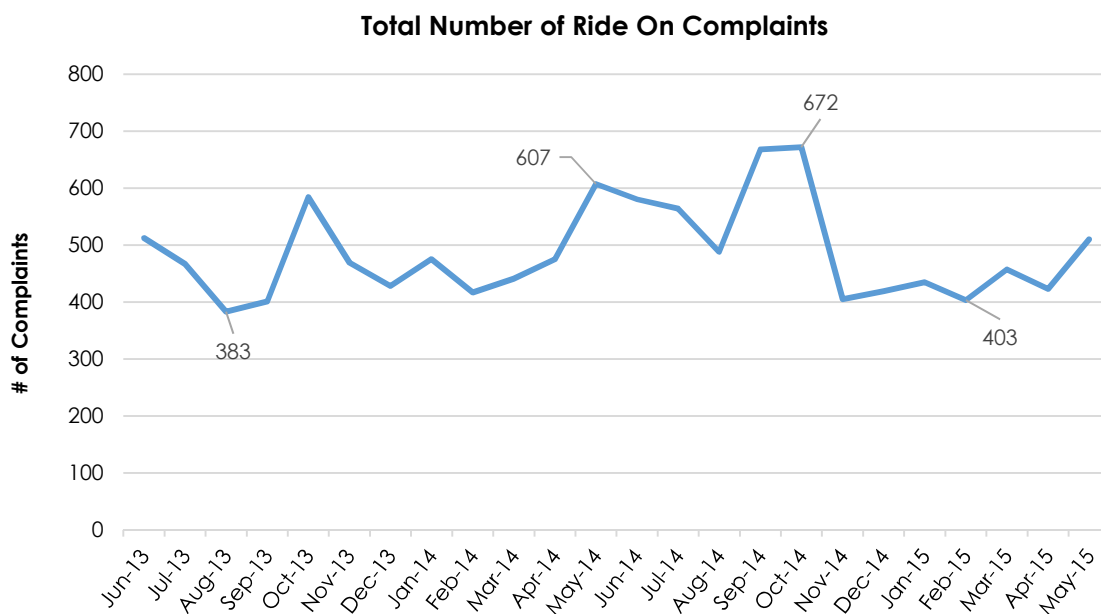
\*\*The call center was closed on Monday, May 22nd for the Memorial Day holiday, and was open on Saturday, May 30th. Normal hours are 7am-7pm, Monday-Friday.

## MC311 Request Trends 5/17/2015 – 5/30/2015

- MC311 received 137 requests for information on the County's curbside recycling program. This is a 52% increase from the prior two-week period when 90 requests were made. The bi-weekly average for the year is 120 requests.
- Individuals made 210 requests regarding the County trash and recycling schedule. This is an increase from 10 requests made during the prior bi-weekly period. There was no trash or recycling collection on the Memorial Day holiday (May 22, 2015).
- Request to inspect, remove, or prune County trees rose from 546 requests to 788 requests, a 44% increase in requests. A total of 7,656 requests have been made since January 1, 2015.
- During the current bi-weekly period, MC311 received 181 requests to discuss an individual's property tax bill, a decrease from 240 requests made during the prior bi-weekly period. From May 1, 2015 to May 31, 2015, individuals made a total of 446 requests, which is a 62% decrease from the same period last year when 1,165 requests were made.

## MC311 Spotlight: Ride On Complaints

Over the past two years, DOT received an average of 486 complaints per month regarding Ride On service, driver behavior, or other complaints (i.e. Ride On App not working). During the past year complaints peaked in October of 2014 at 672 complaints, while February had the lowest number at 403. During the previous twelve-month period, the number of complaints peaked in May 2014 at 607, while August of 2013 had the lowest number at 383.





# The MC311 Data Summary

June 16, 2015

Data from 5/31/2015 – 6/13/2015 (two weeks)

## Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	1338	1292	439	30	60	350	441
2	DEP	Scrap Metal Pick-Up	1089	1156	340	128	53	271	288
3	DOT	Inspect, Remove or Prune County Tree	1036	788	711	32	19	194	76
4	DEP	22 Gallon Bin Delivery	849	907	229	232	57	166	152
5	DPS	Schedule DPS Building Inspections	831	798	129	36	19	59	53
6	DEP	22 Gallon Bin Pick-up	458	458	162	101	35	74	80
7	DHCA	Housing Complaints	289	315	42	43	17	70	96
8	DHCA	Landlord Tenant Issues	272	230	46	37	17	22	66
9	DOT	Pothole Repair	222	151	55	6	16	53	88
10	DPS	Permit, Plan Review or Inspection Status	205	211	37	12	10	17	23
11	FIN	Discuss Property Tax Bill	201	181	35	13	10	10	9
12	DEP	Cart Repair (Paper Recycling)	182	180	82	15	14	28	41
13	POL	Report Dead Animal Along Highway	177	146	45	30	13	34	31
14	DEP	Field Check for Solid Waste Services	164	197	43	18	11	45	44
15	DOT	Ride On Complaint - Service	142	126	1	1	2	0	2

\*Location data are not consistently available for all requests

## Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2708	2454
2	DOT	Ride On Trip Planning	465	382
3	DPS	DPS Building Inspector Contact Info.	414	413
4	PIO	MCG Employee Directory Assistance	336	330
5	HHS	Health Care Reform	327	226
6	DEP	How To Recycle/Dispose of Solid Waste	319	303
7	--	Non-MCG Directory Assistance	188	182
8	FIN	Balance of Property Tax Bill	169	148
9	POL	Police Department Info.	169	167
10	DEP	Curbside Recycling Program Questions	152	137
11	DEP	Transfer Station Questions	138	133
12	--	Washington DC 311	125	113
13	DEP	Residential Trash & Recycling	117	142
14	DOT	Ride On Lost and Found	113	111
15	HHS	HHS Office Location and Hours	110	84

## Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours**	19,798	Abandoned call rate (target: <5%)	2.96%	Average seconds to answer (target: <20)*	14.7
Total requests (inc. phone, web, walk-in)	22,835			Average call duration, seconds (target: <240)	252

\*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

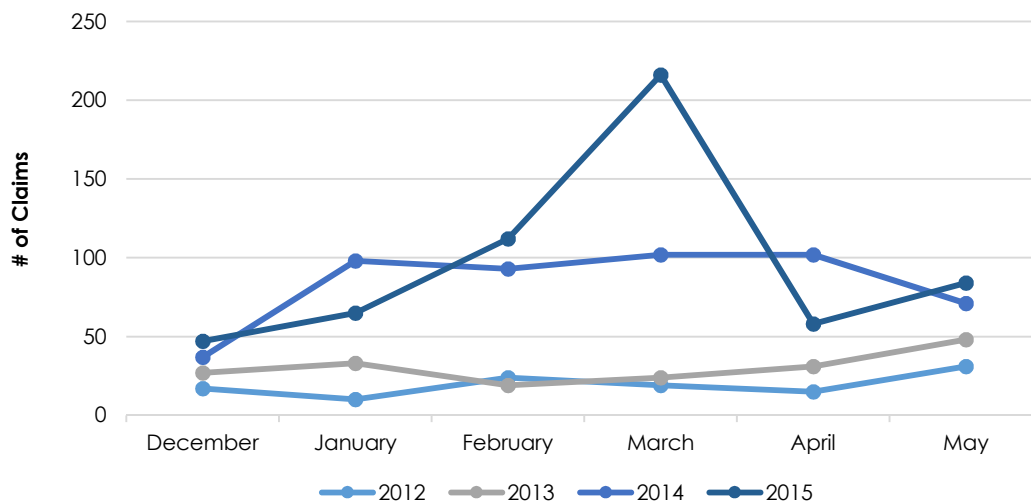
## MC311 Request Trends 5/31/2015 – 6/13/2015

- MC311 received 110 requests for information on the location and hours of HHS Offices. This is a 31% increase from the prior two-week period when 84 requests were made.
- Individuals made 327 requests for information regarding health care reform. This is an increase from 226 requests made during the prior bi-weekly period. A total of 2,527 requests have been made since January 1, 2015.
- Requests to inspect, remove, or prune County trees rose for a second week in row from 788 requests to 1,036 requests, a 31% increase in requests. The bi-weekly average is 320 requests.
- MC311 received 2,708 requests regarding Ride On arrival times. This is a 10% increase from the prior two-week period when 2,454 requests were made. Requests for Ride On trip planning increased 21% during this same bi-weekly period, from 382 to 465 requests.

## MC311 Spotlight: Claims Against the County

Since June 2012, MC311 received 2,068 requests from individuals seeking to file a complaint against the County for vehicle or property damage or personal injury. The Division of Risk Management within the Department of Finance acts as the County's in-house insurance agency to manage and investigate all claims. Typical vehicle or property damage claims may relate to damage caused by a County vehicle, snow plow, pothole, or a tree on County-owned property. Typical personal injury claims could relate to injuries occurring on County-owned property or on a Ride On bus. For each year claims peak during winter and spring months. Overall, the total number of claims-related MC311 requests from December to May of each year has increased since 2012: [2012](#) (116), [2013](#) (182), [2014](#), (503), and [2015](#) (582). The graph below depicts the number of claims received in December through May of each year.

**Number of Claims Filed, December - May (2012-15)**



# The MC311 Data Summary

July 14, 2015

Data from 6/14/2015 – 7/11/2015 (four weeks)

## Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	2717	2630	946	67	126	710	840
2	DEP	Scrap Metal Pick-Up	2187	2245	683	267	93	537	584
3	DEP	22 Gallon Bin Delivery	1859	1756	474	425	122	394	307
4	DPS	Schedule DPS Building Inspections	1648	1629	269	68	44	75	4
5	DEP	22 Gallon Bin Pick-up	859	916	267	143	64	172	141
6	DOT	Inspect, Remove or Prune County Tree	839	1829	146	122	79	267	214
7	DHCA	Housing Complaints	559	603	77	102	35	128	180
8	DHCA	Landlord Tenant Issues	521	503	76	99	30	85	97
9	DEP	Field Check for Solid Waste Services	518	361	168	54	32	131	116
10	POL	Report Dead Animal Along Highway	451	323	76	43	55	108	101
11	DPS	Permit, Plan Review or Inspection Status	408	417	82	32	23	33	56
12	DOT	Pothole Repair	381	372	133	20	25	112	84
13	FIN	Discuss Property Tax Bill	373	379	37	28	12	9	22
14	DEP	Cart Repair (Paper Recycling)	352	362	136	33	18	86	77
15	DEP	Unacceptable for Collection	342	259	25	2	55	175	85

\*Location data are not consistently available for all requests

## Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	4767	5162
2	DPS	DPS Building Inspector Contact Info.	928	827
3	DOT	Ride On Trip Planning	921	847
4	DEP	How To Recycle/Dispose of Solid Waste	697	622
5	PIO	MCG Employee Directory Assistance	601	666
6	HHS	Health Care Reform	545	553
7	--	Non-MCG Directory Assistance	408	370
8	DEP	Curbside Recycling Program Questions	319	289
9	POL	Police Department Info.	313	337
10	DEP	Transfer Station Questions	298	271
11	FIN	Balance of Property Tax Bill	279	317
12	DEP	Residential Trash & Recycling Literature	277	259
13	DEP	County Trash & Recycling Schedule	268	221
14	--	Washington DC 311	242	238
15	--	State Highway Administration	229	213

## Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	39,877	Abandoned call rate (target: <5%)	3.55%	Average seconds to answer (target: <20)*	17.6
Total requests (inc. phone, web, walk-in)	46,851			Average call duration, seconds (target: <240)	240

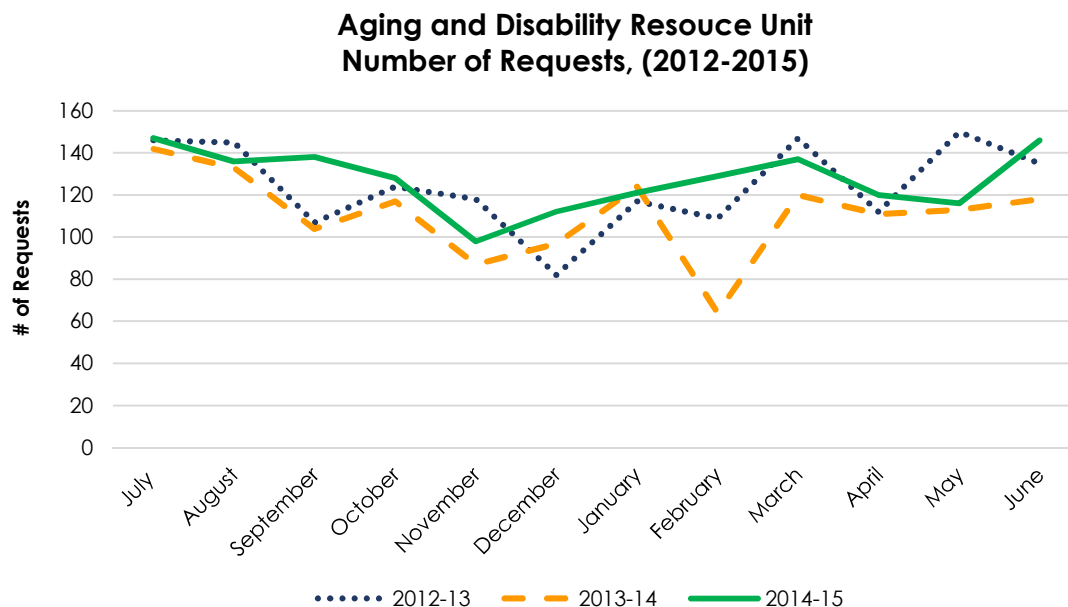
\*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

# MC311 Request Trends 6/14/2015 – 7/11/2015

- Requests to inspect, remove, or prune County trees fell from 1,829 requests to 839 requests, a 54% decrease in requests. The monthly average is 972 requests.
- MC311 received 518 requests from individuals requesting a visit or call from a Solid Waste staff member regarding a trash or recycling issue. This is a 43% increase from the prior month when 361 requests were made. Possible trash or recycling issues include partial collection of items, employee behavior, or missing/misplaced containers.
- MC311 received 342 reports from Solid Waste field staff of unacceptable items placed at the curb for collection. This is an increase from 259 reports made during the prior month. A total of 4,942 reports were made during the past year.
- Requests for Manna Food Center referrals increased from 216 requests to 262 requests during the prior month, a 21% increase in requests. Since January 1, 2015, a total of 1,624 requests were made.

## MC311 Spotlight: Aging and Disability Resource Unit (HHS)

Since July 2012, MC311 received 4,350 requests from individuals requesting contact information for The Aging and Disability Resource Unit (ADRU) within the Department of Health and Human Services (HHS). ADRU requests comprise the highest number of HHS-related requests received by MC311 in the past three years. In addition to serving as an entry point for case management services, ADRU also provides resources to seniors and people with disabilities to help them remain safe and independent in the community. From July 2012 to June 2014, the total number of requests declined from 1,492 requests to 1,330 requests. However, MC311 received 1,528 requests from July 2014 to June 2015, an increase of 15%. The graph below depicts the number of requests received each year.



# The MC311 Data Summary

August 11, 2015

Data from 7/12/2015 – 8/8/2015 (four weeks)

## Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	22 Gallon Bin Delivery	3455	1859	869	888	261	750	612
2	DEP	Bulk Trash Pick-Up	2722	2717	884	77	150	734	847
3	DEP	Scrap Metal Pick-Up	2380	2187	698	336	126	562	633
4	DPS	Schedule DPS Building Inspections	1824	1648	228	79	41	89	102
5	DEP	22 Gallon Bin Pick-up	1489	859	448	304	121	352	272
6	DOT	Inspect, Remove or Prune County Tree	761	839	176	113	75	271	116
7	FIN	Discuss Property Tax Bill	689	373	75	39	36	38	35
8	DEP	65 Gallon Cart Delivery (Paper Recycling)	649	288	126	248	34	131	92
9	DHCA	Licensing and Registration Specialist	644	294	164	145	49	102	94
10	DHCA	Housing Complaints	616	559	88	124	35	152	183
11	DEP	Cart Repair (Paper Recycling)	552	352	223	60	43	108	112
12	DHCA	Landlord Tenant Issues	548	521	87	101	23	97	130
13	DEP	Field Check for Solid Waste Services	510	518	137	56	27	158	123
14	DPS	Permit, Plan Review or Inspection Status	460	408	85	38	24	46	54
15	POL	Dead Animal Along the Roadway	372	451	98	37	37	81	67

\*Location data are not consistently available for all requests

## Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	4625	4767
2	DPS	DPS Building Inspector Contact Info.	1141	928
3	DOT	Ride On Trip Planning	1037	921
4	HHS	Maryland Health Care Connection	737	113
5	DEP	How To Recycle/Dispose of Solid Waste	720	697
6	PIO	MCG Employee Directory Assistance	584	601
7	FIN	Balance of Property Tax Bill	509	279
8	--	Earned Income Credit EIC Refund	467	54
9	--	Non-MCG Directory Assistance	460	408
10	DEP	Curbside Recycling Program Questions	431	319
11	POL	Police Department Info.	324	313
12	--	State Assessments & Taxation Office	309	164
13	DHCA	License Fees for Residential Rental Facilities	299	188
14	DEP	Transfer Station Questions	297	298
15	DEP	Residential Trash & Recycling Literature	291	277

## Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	46,699	Abandoned call rate (target: <5%)	5.32%	Average seconds to answer (target: <20)*	26
Total requests (inc. phone, web, walk-in)	47,816			Average call duration, seconds (target: <240)	246

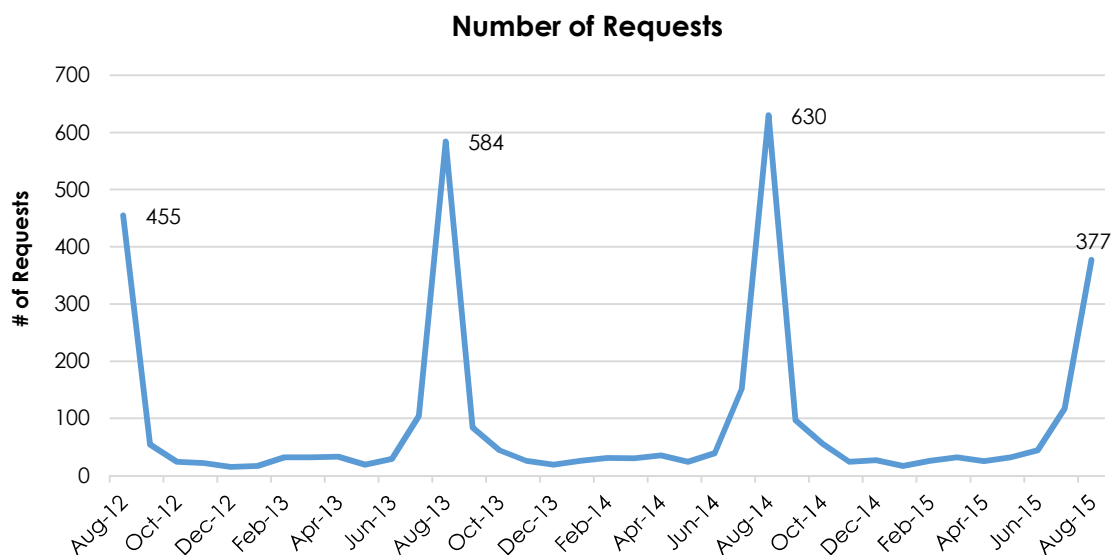
\*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

# MC311 Request Trends 7/12/2015 – 8/8/2015

- MC311 received 737 requests for information for the Maryland Health Care Connection, a significant increase from 113 requests made during the prior month. MC311 provides the caller with contact information for several health care programs, including low income clinics, services available through the HHS Income Supports office, and Medicaid.
- Requests for delivery of 22 gallon recycling bins increased from 1,859 requests to 3,455 requests, an 85% increase in requests. A total of 22,651 requests were made during the past year, with an average of 1,887 requests per month.
- MC311 received 644 requests from individuals requesting to speak with a licensing and registration specialist in DHCA. This is an increase from the prior month when 294 requests were made. Requests for information relating residential rental property licensing fees also increased by 59% during the past month, from 188 requests to 299 requests.
- Requests to discuss property tax bills increased from 373 requests to 689 requests during the prior month, an 84% increase in requests. Since January 1, 2015, a total of 4,399 requests were made.

## MC311 Spotlight: Earned Income Credit Refund

Since August 2012, MC311 received 3,433 requests from individuals requesting information pertaining to the Earned Income Credit (EIC) refund. The graph below depicts the trend in monthly requests received from 2012 to 2015 (to date). For each year the number of requests is significantly higher in August compared with other months. The Department of Finance website states that EIC refund checks are mailed at the end of July for tax returns filed by June. The number of requests has increased from 455 requests in August 2012 to 630 requests in August 2014. To date, MC311 received 377 requests in August 2015.



# The MC311 Data Summary

September 9, 2015

Data from 8/9/2015 – 9/5/2015 (four weeks)

## Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up Request	2604	2722	818	84	140	680	828
2	DEP	Scrap Metal Pick-Up Request	2140	2380	622	278	118	527	579
3	DEP	22 Gallon Bin Delivery	1811	3455	464	472	113	403	322
4	DPS	Schedule DPS Building Inspections	1809	1824	277	73	45	94	122
5	DEP	22 Gallon Bin Pick-up	801	1489	242	187	53	155	157
6	DHCA	Housing Complaints	627	616	98	116	44	141	183
7	DOT	Inspect, Remove or Prune County Tree	617	761	161	38	84	193	127
8	DHCA	Landlord Tenant Issues	590	548	82	127	39	98	106
9	FIN	Requests to Discuss Property Tax Bill	562	689	58	33	42	35	23
10	POL	Dead Animal Along the Roadway	472	372	77	54	45	146	91
11	DPS	Permit, Plan Review or Inspection Status	456	460	103	37	20	42	38
12	DHCA	Licensing and Registration Specialist	444	644	103	85	31	81	76
13	DEP	Field Check for Solid Waste Services	386	510	96	46	13	109	113
14	DEP	65 Gallon Cart Delivery (Paper Recycling)	330	649	81	104	15	78	41
15	DEP	Cart Repair (Paper Recycling)	326	552	132	36	29	64	63

\*Location data are not consistently available for all requests

## Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	4499	4625
2	DPS	DPS Building Inspector Contact Info.	1090	1141
3	DOT	Ride On Trip Planning	928	1037
4	HHS	Maryland Health Care Connection	818	737
5	PIO	MCG Employee Directory Assistance	641	584
6	DEP	How To Recycle/Dispose of Solid Waste	501	720
7	FIN	Balance of Property Tax Bill	492	509
8	--	Non-MCG Directory Assistance	458	460
9	DEP	Curbside Recycling Program Questions	378	431
10	--	Earned Income Credit EIC Refund	332	467
11	POL	Police Department Info.	315	324
12	FIN	Payments Made on a Property Tax Account	256	219
13	FIN	Tax Payment Methods	254	232
14	DEP	Transfer Station Questions	245	297
15	--	Washington DC 311	242	239

## Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	41,223	Abandoned call rate (target: <5%)	4.13%	Average seconds to answer (target: <20)*	19.3
Total requests (inc. phone, web, walk-in)	45,039			Average call duration, seconds (target: <240)	245

\*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.



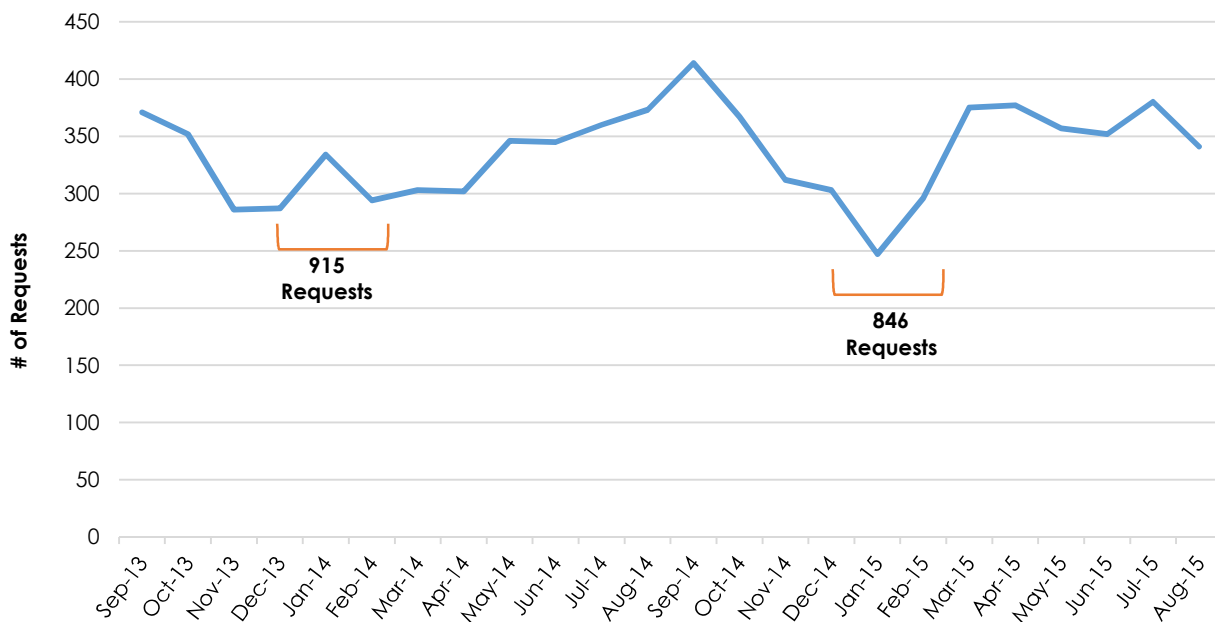
## MC311 Request Trends 8/9/2015 – 9/5/2015

- Requests for delivery of 22-gallon recycling bins decreased from 3,455 requests to 1,811 requests, a 48% decrease in requests. Individuals made a total of 22,921 requests during the past year, with an average of 1,910 requests per month.
- MC311 received 98 requests for information on the free TDAP and meningococcal vaccine clinics, a significant increase from 6 requests made during the prior month. Public school students entering seventh and eighth grade for the 2015 school year must show proof of each vaccine. Montgomery County Department of Health and Human Services Public Health Services Immunization Office offered free vaccine clinics.
- Requests to remove dead animals along County roadways increased from 372 requests to 472 requests, a 27% increase. Dead animals are typically removed within 24 hours of notification of the removal contractor, including weekends.
- On Monday, August 24<sup>th</sup>, the abandoned call rate was 7.46%, exceeding the maximum target rate of 5%. The average 311 call wait time was 34 seconds, exceeding the target maximum of 20 seconds.

## MC311 Spotlight: Police Department

Between September of 2013 and August of 2015, MC311 received 8,074 requests from callers requesting to provide information to the Police Department. MC311 Customer Service Representatives either transfer the call to the police non-emergency line or provide the address of the closest police station to the caller. For each year the number of requests declined during the winter months (December – February). When comparing 2013 and 2014, the total number of requests made from September through August rose from 3,953 to 4,121 requests, an overall increase of 4%.

**Police Department Information Requests, 2013 - 2015**



# The MC311 Data Summary

October 7, 2015

Data from 9/6/2015 – 10/3/2015 (four weeks)

## Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up Request	2152	2604	688	63	106	576	694
2	DEP	Scrap Metal Pick-Up Request	1733	2140	502	230	116	419	453
3	DPS	Schedule DPS Building Inspections	1725	1809	261	87	41	106	120
4	DEP	22 Gallon Bin Delivery	1530	1811	407	401	96	336	280
5	FIN	Requests to Discuss Property Tax Bill	805	562	82	66	52	54	38
6	DEP	22 Gallon Bin Pick-up	697	801	224	143	54	147	124
7	DHCA	Housing Complaints	518	627	58	113	18	147	157
8	DHCA	Landlord Tenant Issues	493	590	61	91	32	82	79
9	DPS	Permit, Plan Review or Inspection Status	454	456	93	34	26	52	51
10	POL	Dead Animal Along the Roadway	423	472	89	54	56	114	65
11	DOT	Inspect, Remove or Prune County Tree	398	617	180	35	33	81	54
12	DEP	Field Check for Solid Waste Services	360	386	61	55	17	96	122
13	DOT	Ride On Complaint - Service	288	156	9	2	1	1	10
14	DEP	65 Gallon Cart Delivery (Paper Recycling)	268	330	55	100	12	63	36
15	DOT	Ride On Complaint - Driver Behavior	265	208	5	7	6	3	4

\*Location data are not consistently available for all requests

## Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	4984	4499
2	DPS	DPS Building Inspector Contact Info.	1031	1090
3	FIN	Balance of Property Tax Bill	991	492
4	DOT	Ride On Trip Planning	799	928
5	HHS	Maryland Health Care Connection	761	818
6	FIN	Payments Made on a Property Tax Account	717	256
7	FIN	Tax Payment Methods	594	254
8	PIO	MCG Employee Directory Assistance	556	641
9	DEP	How To Recycle/Dispose of Solid Waste	540	501
10	--	Non-MCG Directory Assistance	436	458
11	POL	Police Department Info.	292	315
12	FIN	Unclaimed Property Tax Overpayment	280	8
13	DEP	Curbside Recycling Program Questions	262	378
14	DEP	County Trash & Recycling Schedule	254	39
15	DEP	Transfer Station Questions	197	245

## Call Center Performance

Calls and Requests		Abandoned Calls	Call Times
Total calls received during call center hours**	40,876	Abandoned call rate (target: <5%) 4.17%	Average seconds to answer (target: <20)* 19.9
Total requests (inc. phone, web, walk-in)	43,921		Average call duration, seconds (target: <240) 257

\*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

\*\*The call center was closed on Monday, September 7<sup>th</sup> for the Labor Day holiday, and was open on Saturday, September 12<sup>th</sup> and Sunday, September 20<sup>th</sup>. Normal hours are 7am-7pm, Monday-Friday.

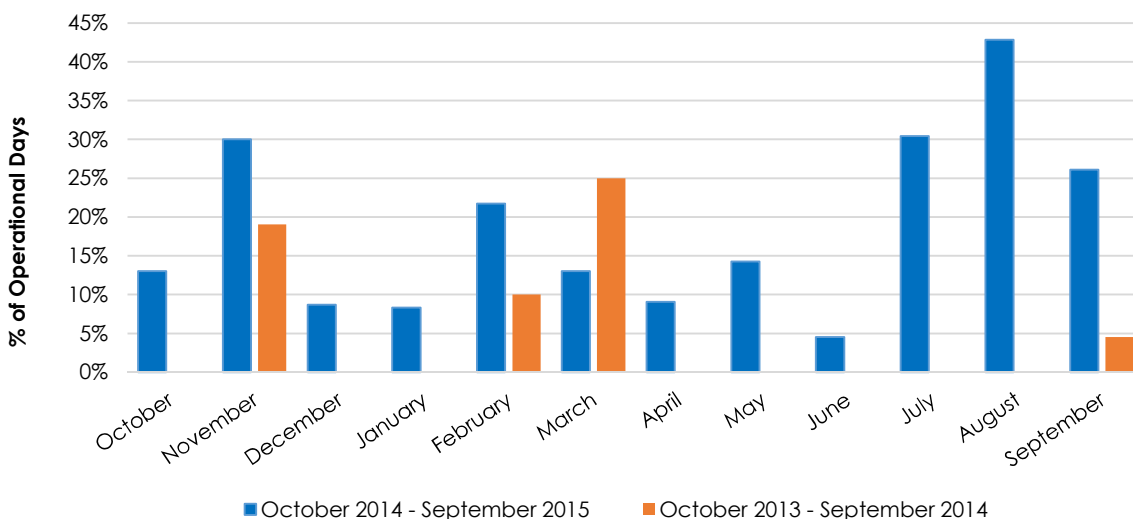
# MC311 Request Trends 9/6/2015 – 10/3/2015

- The number of requests in several categories related to property tax payments increased compared to the previous month. These categories include requests to discuss property tax account balances, payment methods, and unclaimed overpayment notices. Annual tax bills and first semi-annual payments were due on September 30<sup>th</sup>.
- MC311 received 254 requests for information related to the County trash and recycling schedule, a significant increase from the 39 requests made during the prior month. Regular trash collection services were not available on Monday, September 7<sup>th</sup> (Labor Day).
- The number of Ride On complaints related to service increased 63% from 156 complaints made during the prior month to 254 complaints made during the current period. Additionally, during the same period, the number of complaints related to Ride On driver behavior increased from 208 complaints to 265 complaints, a 27% increase.

## MC311 Spotlight: MC311 Abandoned Call Rate

The percentage of calls made to MC311 that are abandoned by a customer before speaking to a MC311 Customer Service Representative is defined as the Abandoned Call Rate. During the past twelve months, MC311 Call Center exceeded its average abandoned call rate target of 5.0% on 49 operational days (18% of the time). Of those 49 days, 22 occurred during the past three months. In comparison, from October 2013 to September 2014, the average abandoned call rate exceeded the target on 13 operational days (5% of the time). The chart below shows that the maximum abandoned call rate was exceeded on at least one day in every month between October 2014 and September 2015, reaching a high of 43% of operational days in August 2015. However, from October 2013 to September 2014, the maximum rate was exceeded in only four months. At its highest point for 2013-2014, the abandoned call rate target was exceeded on 25% of operational days in March 2014.

**Monthly % of Days MC311 Call Center Exceeded 5.0% Abandoned Call Rate Target, October 2013 - September 2015**



# The MC311 Data Summary

November 4, 2015

Data from 10/4/2015 – 10/31/2015 (four weeks)

## Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up Request	2051	2152	626	48	96	602	657
2	DPS	Schedule DPS Building Inspections	1735	1725	247	62	49	82	123
3	DEP	Scrap Metal Pick-Up Request	1658	1733	491	216	89	392	456
4	DEP	22 Gallon Bin Delivery	1321	1530	327	339	95	330	214
5	POL	Dead Animal Along the Roadway	629	423	154	89	61	137	126
6	DEP	22 Gallon Bin Pick-up	575	697	201	113	41	118	99
7	DEP	Unacceptable for Collection	558	239	92	14	65	238	147
8	DHCA	Landlord Tenant Issues	499	493	62	113	44	74	97
9	DPS	Permit, Plan Review or Inspection Status	479	454	104	44	21	46	57
10	DEP	Field Check for Solid Waste Services	432	360	108	73	22	97	126
11	DHCA	Housing Complaints	431	518	51	93	22	128	109
12	FIN	Requests to Discuss Property Tax Bill	427	805	68	29	41	26	28
13	HHS	Holiday Giving Project Referrals 2015	380	22	4	70	63	67	64
14	DOT	Inspect, Remove or Prune County Tree	322	398	145	31	18	73	54
15	DEP	Cart Repair (Paper Recycling)	264	264	109	25	21	58	51

\*Location data are not consistently available for all requests

## Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	4964	4984
2	DPS	DPS Building Inspector Contact Info.	999	1031
3	DOT	Ride On Trip Planning	809	799
4	FIN	Balance of Property Tax Bill	756	991
5	HHS	Maryland Health Care Connection	718	761
6	FIN	Payments Made on a Property Tax Account	694	717
7	PIO	MCG Employee Directory Assistance	548	556
8	DEP	How To Recycle/Dispose of Solid Waste	534	540
9	--	Non-MCG Directory Assistance	389	436
10	DEP	County Trash & Recycling Schedule	309	254
11	POL	Police Department Info.	268	292
12	DEP	Curbside Recycling Program Questions	234	262
13	OHR	Retiree - Group Insurance Question	230	79
14	OHR	Employee - Group Insurance Question	196	119
15	DEP	Transfer Station Questions	185	197

## Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours**	39,087	Abandoned call rate (target: <5%)	2.71%	Average seconds to answer (target: <20)*	15.5
Total requests (inc. phone, web, walk-in)	42,818			Average call duration, seconds (target: <240)	254

\*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

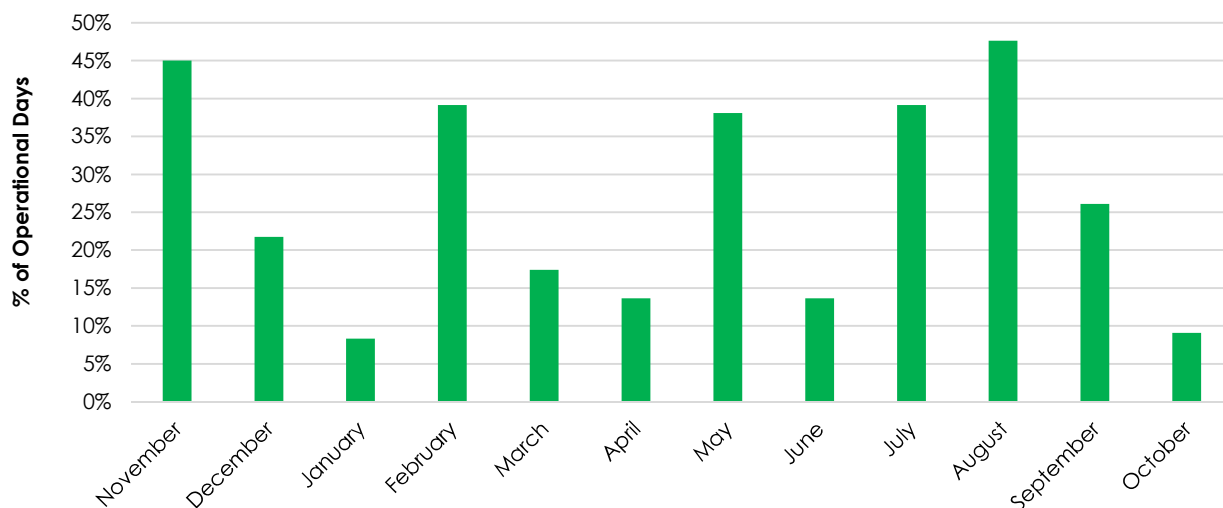
# MC311 Request Trends 10/4/2015 – 10/31/2015

- MC311 received 380 requests for Holiday Giving Project referrals during this four-week period, a significant increase from the 22 requests made during the prior month. Residents in financial need can receive food, gift cards, and toys through referrals made by their HHS caseworker, HOC counselor, or MCPS counselor.
- MC311 received 196 questions regarding employee group insurance during this four-week period, compared with 119 questions during the prior period. Over the same time period, MC311 also received 230 questions regarding retiree group insurance, an increase from the 79 questions received during the prior period. Open Enrollment ended on October 16<sup>th</sup> for active employees and will end on November 6<sup>th</sup> for retirees.
- MC311 received 432 requests from residents for a visit or phone call from a Solid Waste staff person regarding a trash or recycling issue (i.e. only two out of three bags of yard trim was picked up). This is a 20% increase from the prior four-week period when 360 requests were made. Recycling or trash items tagged unacceptable for collection by Solid Waste staff also increased from 239 requests to 558 requests, a 133% increase.

## MC311 Spotlight: MC311 Call Wait Times

MC311 set a target rate of less than 20 seconds for a MC311 representative to answer an incoming call. This does not include the time a caller spends listening to the automated MC311 greeting. During the past twelve months, the MC311 Call Center exceeded its average call wait time of 20 seconds on 70 operational days (26% of the time). Of those 70 days, 64% (45 days) occurred in five months – November, February, May, July, and August. The chart below shows that the maximum call wait time was exceeded on at least two days in every month between November 2014 and October 2015, reaching a high of 48% of operational days in August 2015.

**Monthly % of Days MC311 Exceeded 20 Second Average Call Wait Time**  
**Target Maximum, November 2014 - September 2015**



# The MC311 Data Summary

December 1, 2015

Data from 11/1/2015 – 11/28/2015 (four weeks)

## Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up Request	2094	2051	648	41	108	597	672
2	DPS	Schedule DPS Building Inspections	2026	1735	258	82	44	106	131
3	DEP	Scrap Metal Pick-Up Request	1559	1658	435	200	88	380	444
4	DEP	22 Gallon Bin Delivery	1310	1321	314	336	91	308	245
5	DOT	Inspect, Remove or Prune County Tree	831	322	156	522	11	74	62
6	DEP	Unacceptable for Collection	590	558	91	24	69	259	146
7	POL	Dead Animal Along the Roadway	546	629	118	88	88	110	89
8	DEP	22 Gallon Bin Pick-up	530	575	177	104	34	106	103
9	DHCA	Landlord Tenant Issues	444	499	63	99	28	73	82
10	DEP	Field Check for Solid Waste Services	441	432	114	37	25	134	127
11	HHS	Holiday Giving Project Referrals 2015	427	380	9	50	45	54	78
12	DPS	Permit, Plan Review or Inspection Status	416	479	90	30	22	52	46
13	DHCA	Housing Complaints	375	431	50	67	26	105	95
14	FIN	Requests to Discuss Property Tax Bill	298	427	38	14	15	28	20
15	DEP	Cart Repair (Paper Recycling)	275	264	86	31	8	68	79

\*Location data are not consistently available for all requests

## Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	4324	4964
2	DPS	DPS Building Inspector Contact Info.	1223	999
3	DOT	Leaf Vacuum Program Info.	1220	56
4	HHS	Maryland Health Care Connection	729	718
5	DOT	Ride On Trip Planning	605	809
6	FIN	Balance of Property Tax Bill	537	756
7	PIO	MCG Employee Directory Assistance	476	548
8	DEP	How To Recycle/Dispose of Solid Waste	468	534
9	DEP	County Trash & Recycling Schedule	455	309
10	FIN	Payments Made on a Property Tax Account	404	694
11	--	Non-MCG Directory Assistance	402	389
12	POL	Police Department Info.	273	268
13	DEP	Curbside Recycling Program Questions	258	234
14	DPS	DPS Location and Hours of Operation	246	173
15	DOT	Ride On Lost and Found	210	226

## Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours**	36,539	Abandoned call rate (target: <5%)	3.54%	Average seconds to answer (target: <20)*	17.5
Total requests (inc. phone, web, walk-in)	40,924			Average call duration, seconds (target: <240)	230

\*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

\*\*The MC311 call center was closed on Wednesday, November 11<sup>th</sup> for Veterans Day and Thursday, November 26<sup>th</sup> for Thanksgiving, and was open on Saturday, November 14<sup>th</sup> and Saturday, November 28<sup>th</sup> (the call center is normally closed on weekends).

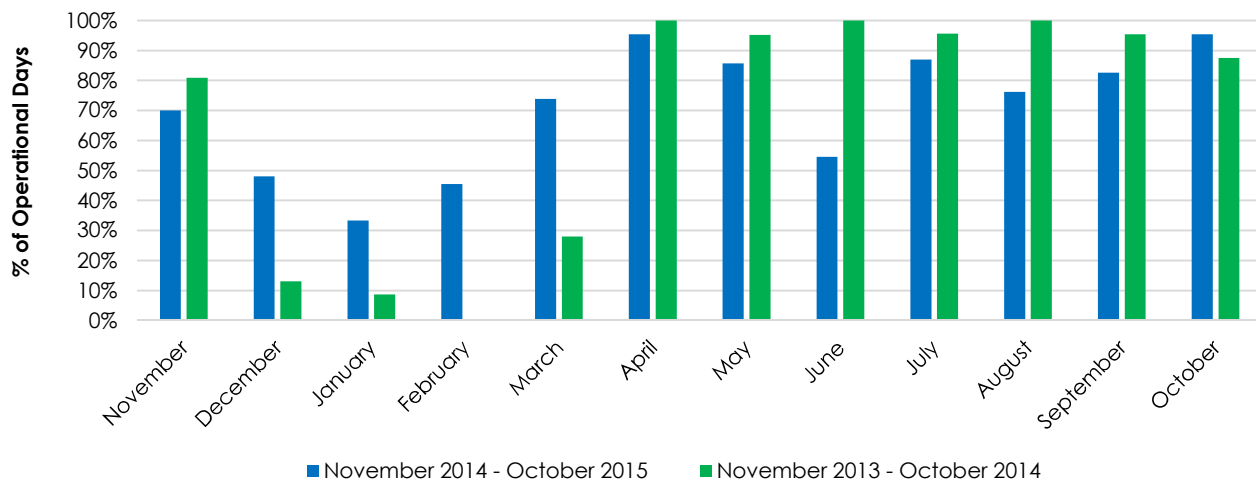
# MC311 Request Trends 11/1/2015 – 11/28/2015

- MC311 received 455 requests for information related to the County's trash and recycling schedule, a 47% increase from the 309 requests made during the prior month. Regular trash collection services were not available on Wednesday, November 11<sup>th</sup> (Veteran's Day) and Thursday, November 26<sup>th</sup> (Thanksgiving Day).
- MC311 received 831 requests for information on the Leaf Vacuum Program, an increase from 322 requests made during the prior month. MC311 directs callers to the Program's website where individuals can view collection dates and a collection area map. Leaf vacuuming occurs twice per street, per season.
- The abandoned call rate exceeded the target maximum of 5.0% on Monday, November 16<sup>th</sup> (6.75%) and Saturday, November 28<sup>th</sup> (7.94%). On Monday, November 16<sup>th</sup>, the average speed to answer a call was 38.8 seconds, exceeding the target maximum of 20 seconds. On Saturday, November 28<sup>th</sup>, three customer service representatives (CSRs) were available to answer calls. This is below the daily average for the month of 35 CSRs.

## MC311 Spotlight: MC311 Call Duration

Once a caller is connected to an MC311 Customer Service Representative, each call should last less than 240 seconds. During the past twelve months, the MC311 Call Center exceeded its target call duration of 240 seconds on 188 operational days (70% of the time). In comparison, from November 2013 to October 2014, call duration exceeded the target on 177 operational days (67% of the time). The chart below shows that the maximum call duration was exceeded in every month between November 2014 and October 2015, reaching a high of 95% of operational days in April and October 2015. From November 2013 to October 2014, the maximum call duration was exceeded on 100% of operational days in April, June, and August.

**Monthly % of Days MC311 Exceeded 240 Second Average Call Duration Target  
Maximum, November 2013 - September 2015**





# The MC311 Data Summary

December 30, 2015

Data from 11/29/2015 – 12/26/2015 (four weeks)

## Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up Request	2081	2094	649	47	119	557	678
2	DPS	Schedule DPS Building Inspections	1623	2026	199	71	32	97	119
3	DEP	Scrap Metal Pick-Up Request	1601	1559	457	175	86	417	460
4	DEP	22 Gallon Bin Delivery	1205	1310	280	321	90	299	207
5	DOT	Inspect, Remove or Prune County Tree	931	831	63	115	7	723	20
6	DEP	Unacceptable for Collection	561	590	110	21	62	182	184
7	FIN	Property Tax Delinquent Notice	537	4	71	35	32	29	10
8	FIN	Requests to Discuss Property Tax Bill	535	298	65	35	33	25	27
9	DEP	22 Gallon Bin Pick-up	500	530	158	102	38	104	94
10	DEP	Field Check for Solid Waste Services	477	441	109	34	15	127	185
11	DHCA	Landlord Tenant Issues	424	444	45	80	28	47	73
12	DPS	Permit, Plan Review or Inspection Status	395	416	92	28	26	40	31
13	POL	Dead Animal Along the Roadway	374	546	95	59	46	109	39
14	DHCA	Housing Complaints	346	375	38	81	18	93	92
15	DEP	Cart Repair (Paper Recycling)	253	275	99	23	17	55	59

\*Location data are not consistently available for all requests

## Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	4050	4324
2	FIN	Balance of Property Tax Bill	1344	537
3	DPS	DPS Building Inspector Contact Info.	1019	1223
4	FIN	Payments Made on a Property Tax Account	800	404
5	HHS	Maryland Health Care Connection	755	729
6	DOT	Ride On Trip Planning	522	605
7	PIO	MCG Employee Directory Assistance	476	476
8	DEP	How To Recycle/Dispose of Solid Waste	463	468
9	FIN	Tax Payment Methods	456	155
10	DOT	Leaf Vacuum Program Info.	405	1220
11	--	Non-MCG Directory Assistance	344	402
12	POL	Police Department Info.	297	273
13	FIN	Information Printed on the Tax Bill	206	64
14	OHR	Retiree - Group Insurance Question	199	134
15	DEP	Curbside Recycling Program Questions	196	258

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Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours**	35,751	Abandoned call rate (target: <5%)	3.57%	Average seconds to answer (target: <20)*	31.6
Total requests (inc. phone, web, walk-in)	40,027			Average call duration, seconds (target: <240)	250

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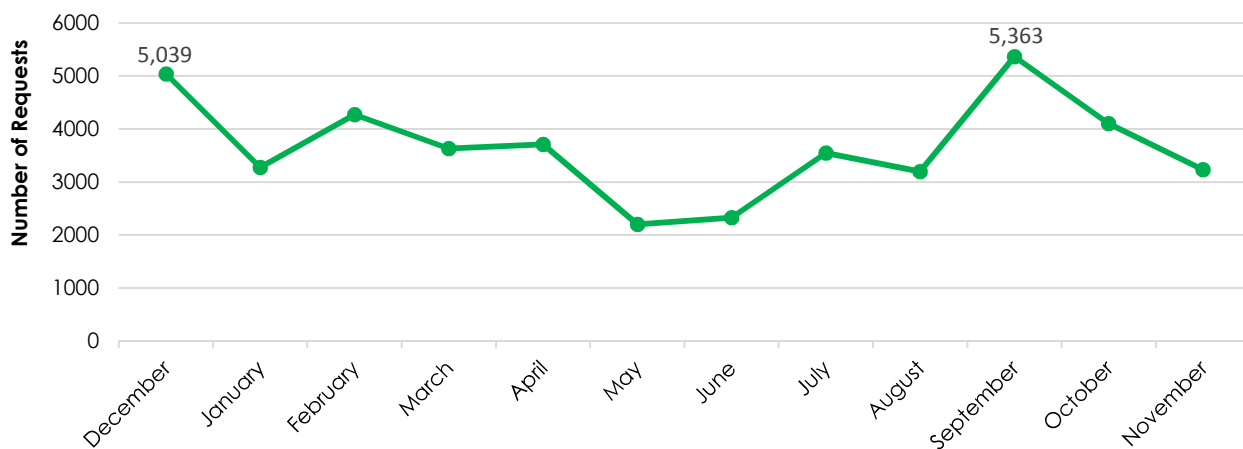
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**Department of Finance Requests, December 2014 - November 2015**



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December 30, 2015

Data from 11/29/2015 – 12/26/2015 (four weeks)

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6	DEP	Unacceptable for Collection	561	590	110	21	62	182	184
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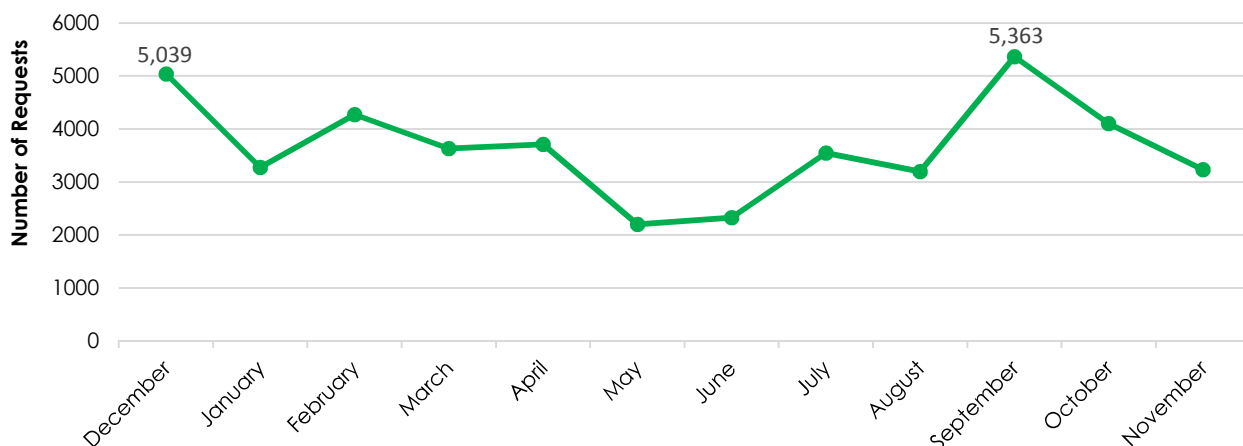
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**Department of Finance Requests, December 2014 - November 2015**



# The MC311 Data Summary

December 30, 2015

Data from 11/29/2015 – 12/26/2015 (four weeks)

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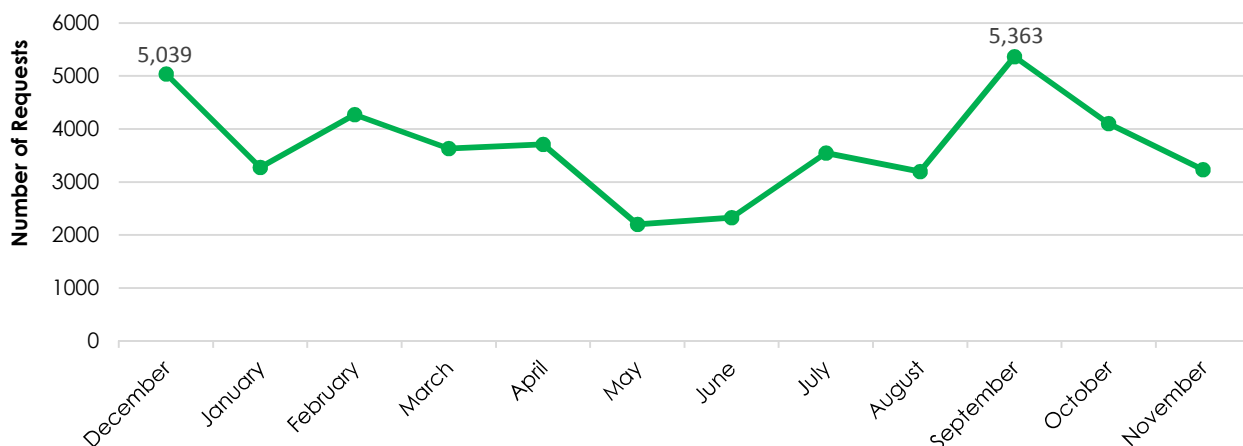
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**Department of Finance Requests, December 2014 - November 2015**



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December 30, 2015

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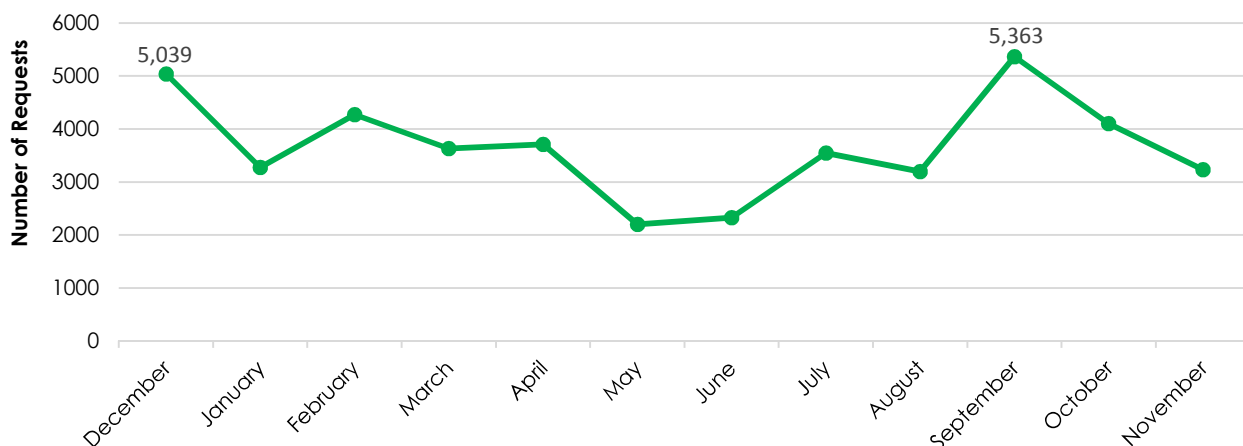
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**Department of Finance Requests, December 2014 - November 2015**





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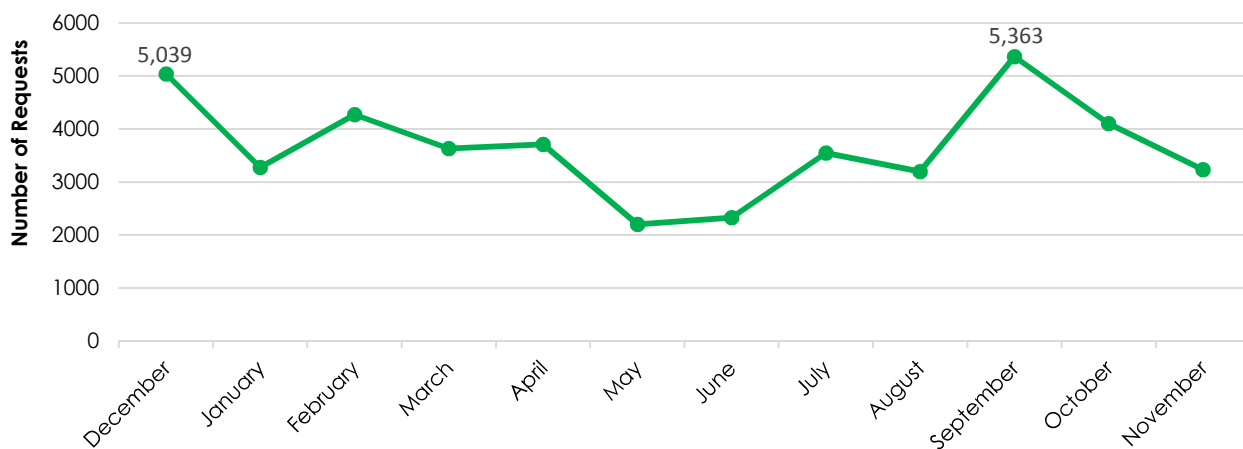
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**Department of Finance Requests, December 2014 - November 2015**



# The MC311 Data Summary

December 30, 2015

Data from 11/29/2015 – 12/26/2015 (four weeks)

## Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up Request	2081	2094	649	47	119	557	678
2	DPS	Schedule DPS Building Inspections	1623	2026	199	71	32	97	119
3	DEP	Scrap Metal Pick-Up Request	1601	1559	457	175	86	417	460
4	DEP	22 Gallon Bin Delivery	1205	1310	280	321	90	299	207
5	DOT	Inspect, Remove or Prune County Tree	931	831	63	115	7	723	20
6	DEP	Unacceptable for Collection	561	590	110	21	62	182	184
7	FIN	Property Tax Delinquent Notice	537	4	71	35	32	29	10
8	FIN	Requests to Discuss Property Tax Bill	535	298	65	35	33	25	27
9	DEP	22 Gallon Bin Pick-up	500	530	158	102	38	104	94
10	DEP	Field Check for Solid Waste Services	477	441	109	34	15	127	185
11	DHCA	Landlord Tenant Issues	424	444	45	80	28	47	73
12	DPS	Permit, Plan Review or Inspection Status	395	416	92	28	26	40	31
13	POL	Dead Animal Along the Roadway	374	546	95	59	46	109	39
14	DHCA	Housing Complaints	346	375	38	81	18	93	92
15	DEP	Cart Repair (Paper Recycling)	253	275	99	23	17	55	59

\*Location data are not consistently available for all requests

## Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	4050	4324
2	FIN	Balance of Property Tax Bill	1344	537
3	DPS	DPS Building Inspector Contact Info.	1019	1223
4	FIN	Payments Made on a Property Tax Account	800	404
5	HHS	Maryland Health Care Connection	755	729
6	DOT	Ride On Trip Planning	522	605
7	PIO	MCG Employee Directory Assistance	476	476
8	DEP	How To Recycle/Dispose of Solid Waste	463	468
9	FIN	Tax Payment Methods	456	155
10	DOT	Leaf Vacuum Program Info.	405	1220
11	--	Non-MCG Directory Assistance	344	402
12	POL	Police Department Info.	297	273
13	FIN	Information Printed on the Tax Bill	206	64
14	OHR	Retiree - Group Insurance Question	199	134
15	DEP	Curbside Recycling Program Questions	196	258

## Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours**	35,751	Abandoned call rate (target: <5%)	3.57%	Average seconds to answer (target: <20)*	31.6
Total requests (inc. phone, web, walk-in)	40,027			Average call duration, seconds (target: <240)	250

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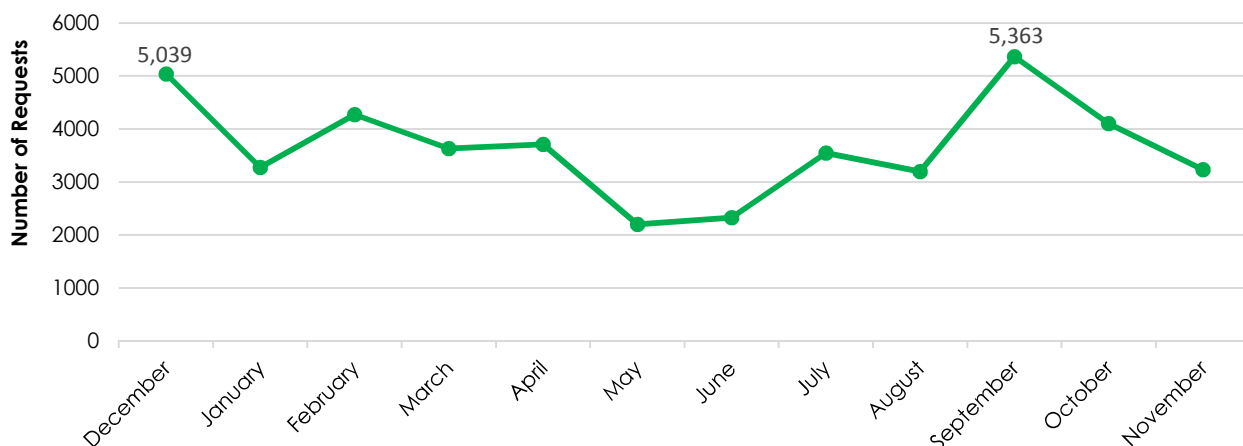
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**Department of Finance Requests, December 2014 - November 2015**



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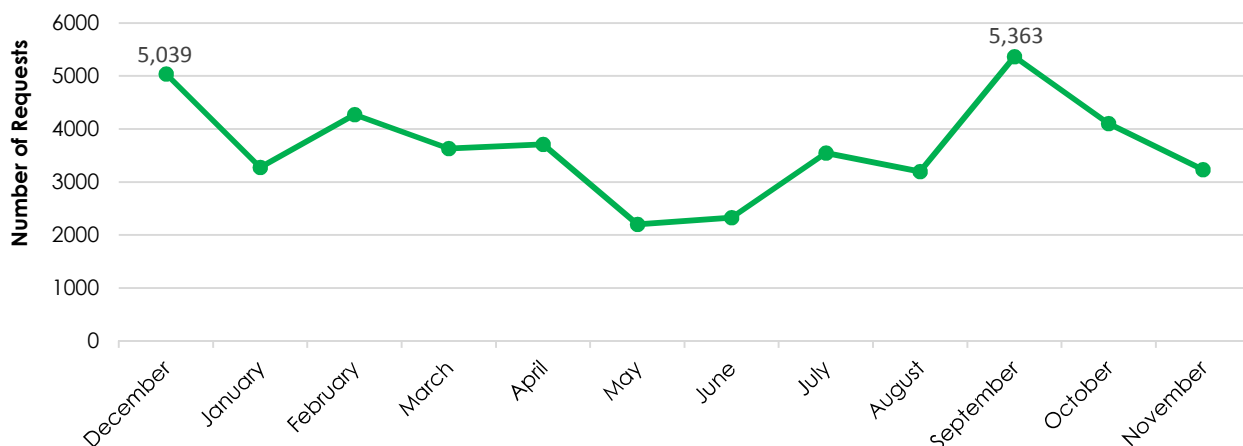
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